

Service Accent

New Stock Module Setup & User Guide

November 2008



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Introduction

Welcome to the Service Accent New Stock Module Setup and User guide.

This chapter contains the following topic

- Overview Of The New Stock Module
- The Service Accent Document Set
- About this Guide
- Documentation Conventions
- Contacting Your Support Provider

Overview Of The New Stock Module

Version 204 of Service Accent introduces a new and more manageable way to control your stock.

Multi-locational stock control allows you to order stock, despatch stock, reserve stock and return stock from any stock location (branch). Individual stock locations can have their own re-order levels and bin locations.



It is imperative that this document is read and fully understood before applying the 204 Service Accent update.

This is an extract from the main Service Accent User manual and there will be references to pages and chapters that do not exist in this document.



The Service Accent Document Set

The Service Accent document set consists of the following guides:

- **Service Accent Installation And Setup Guide** – this document describes how to install and configure Service Accent.
- **Service Accent User Guide** – this document describes how to use Service Accent.
- **Service Accent Online Meter Billing Setup & User Guide** - this document describes how to configure and use Service Accent Online Meter Billing.
- **Service Accent Sage Live Link Setup & User Guide** - this document describes how to configure and use Service Accent Sage Live Link.
- **Service Accent SMS & Email Notifications Setup & User Guide** - this document describes how to use Service Accent SMS & Email Notifications.
- **Service Accent Wireless Setup Guide** - this document describes how to install and setup Service Accent Wireless.
- **Service Accent Wireless User Guide** - this document describes how to use Service Accent Wireless.
- **Service Accent Remote Customer User Guide** - this document describes how to use Service Accent Remote Customer.
- **Service Accent Remote Engineer User Guide** - this document describes how to use Service Accent Remote Engineer.
- **Service Accent Remote Email Setup & User Guide** - this document describes how to configure and use Service Accent Remote Email.
- **Service Accent Messaging Setup & User Guide** - this document describes how to configure and use Service Accent Messaging.
- **Service Accent Mobile User Guide** - this document describes how to use Service Accent Mobile.

About this Guide

This guide consists of the following chapters:

- **Chapter 1: Introduction** – an overview of the new stock control, documentation conventions, and Vantage Computing contact information.
- **Chapter 2: New Stock Control** - details on how the new stock control module works.

Documentation Conventions

The following icons highlight particular sections.



Caution – failure to observe the caution described in this section may prevent Service Accent Online Meter Billing from operating properly.



Note – sections highlighted with this icon contain pertinent information, such as exceptions to the preceding steps or sections.

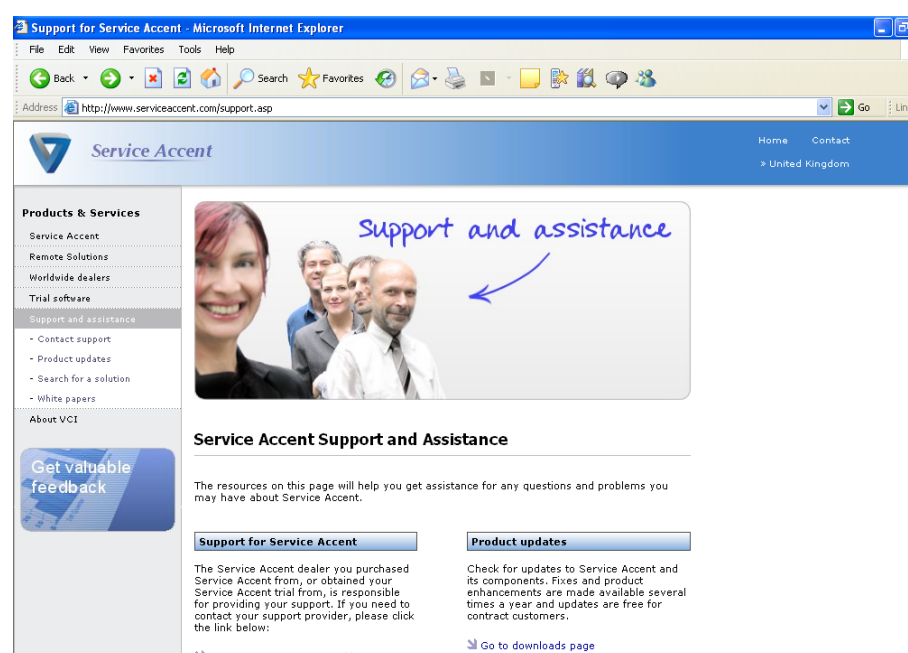


Hint – sections highlighted with this icon contain hints or suggestions.

Contacting Your Support Provider

Web site: www.serviceaccent.com, click on **support and assistance**

Telephone and **Email** details will be provided by your support provider.



New Stock Control

If the optional Service Accent Stock Module has not been licensed, stock control will not be available.

This chapter discusses stock control, which is the process of managing your stock.

This chapter contains the following topics:

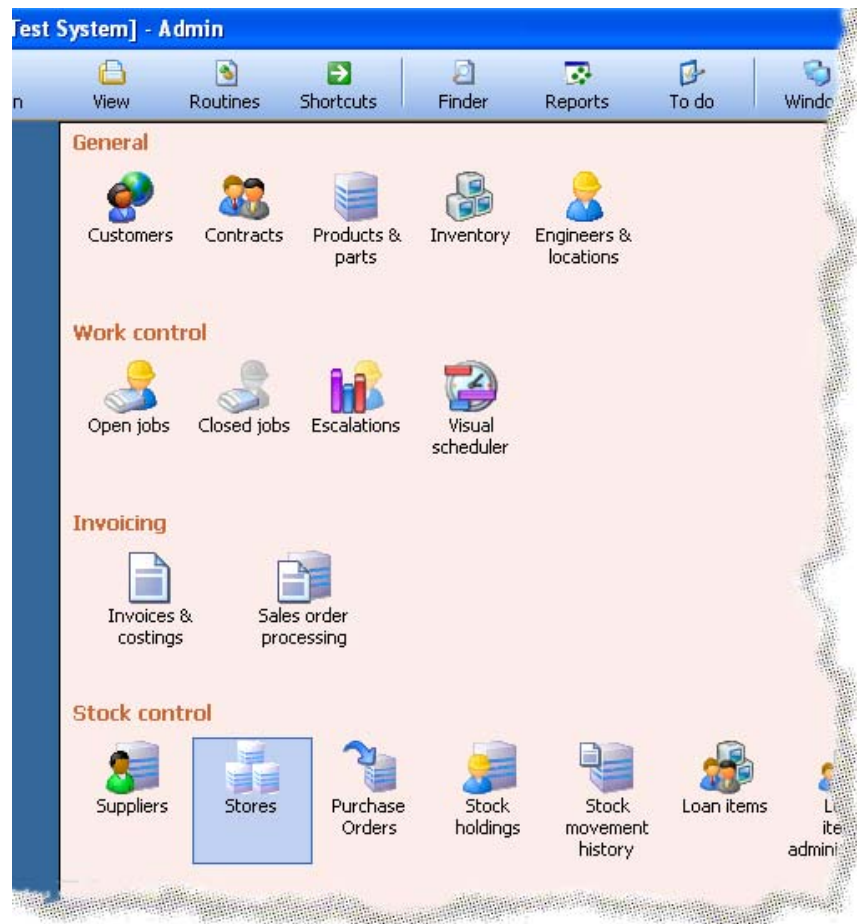
- Store Maintenance
- Transit Manager
- Serial Number Tracking
- Stock holdings tab
- Customer holdings tab
- Engineer holdings tab
- Stock Holdings
- Stock Movement History
- Stock Transactions
- Stock Replenishment
- Stock Taking
- Stock Housekeeping
- Reprinting A Consignment Note
- Stock Audit Reports

Store Maintenance

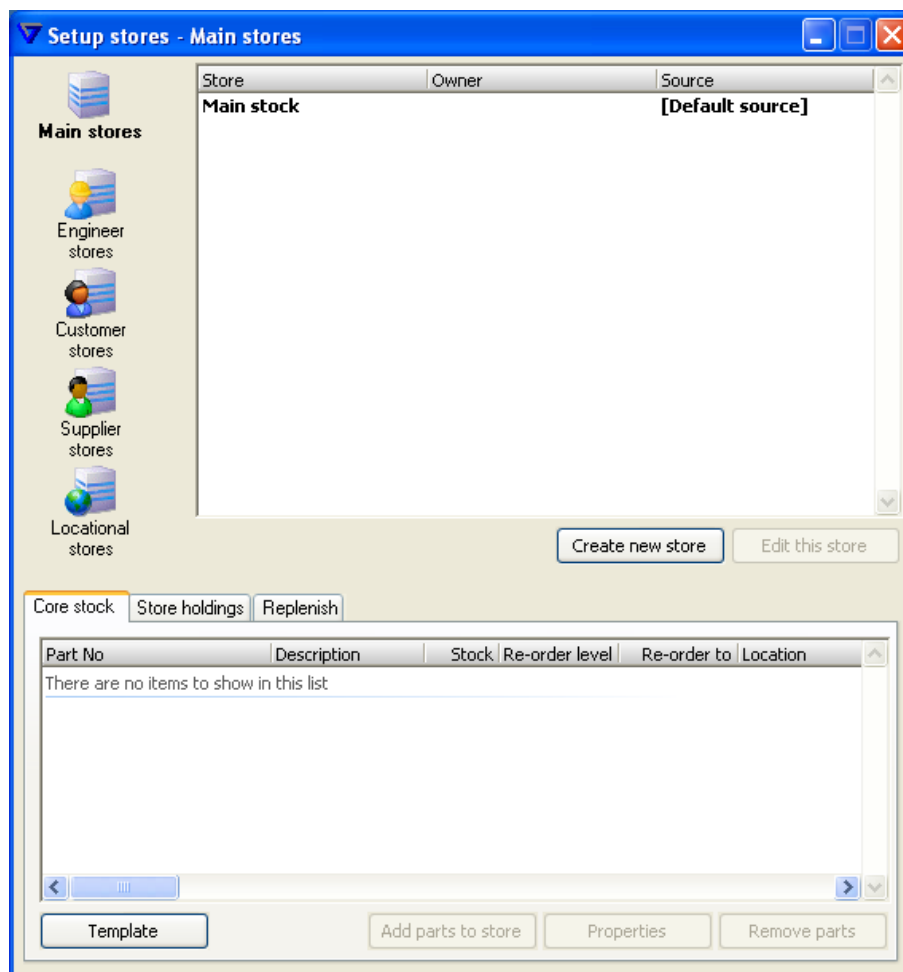
The Store view is used to setup and maintain your store locations (main, engineer, customer, supplier and locational), setup re-order levels, setup bin locations and replenish stock.

To view Stores

1. Click **View** from the Service Accent button bar, under **Stock control**, click the **Stores** icon.



2. The **Stores** view is shown



By default, the main store is automatically created. This is your main stock location as it was in previous versions of Service Accent (prior to version 204).

The view allows you to create and edit stores, view the core stock (what you are supposed to have in stock), view the store holdings (what you actually have in stock) and replenish stock in your stores.

The definitions of the store names are as follows:

Main stores are physical locations of different branches within your organisation. For example, your main stores maybe your head office (London) and then you could have other branches located elsewhere in the country, such as Manchester, Glasgow, Cardiff or Belfast.

Engineer stores are your engineer car/van stocks, that is, stock that the engineers actually carry in their vehicles. Whenever a new engineer is created, a new engineer store is automatically created. This store cannot be deleted unless the actual engineer is deleted.

Customer stores are where you have stock actually located at one of your customers premises. Whenever a new customer is created, a new customer store is automatically created. This store cannot be deleted unless the actual customer is deleted.

Supplier stores are where you have returned faulty stock to a supplier or where the supplier is holding stock on your behalf. Whenever a new supplier is created, a new supplier store is automatically created. This store cannot be deleted unless the actual supplier is deleted.

Locational stores are other locations besides your engineer stores. For example, you have a pick up point at a parcel delivery organisation where the engineer collects stock on a daily basis.

The following procedures apply to all stores (Main, Engineer, Customer and Locational, in the Supplier store you can only view store holdings)

- To create a new store, see page 8
- To edit an existing store, see page 12
- To view core stock, see page 15
 - to add parts to core stock, see page 17
 - to use a template to add parts, see page 20
 - to remove parts from core stock, see page 25
- To view store holdings, see page 27
- To replenish stock, see page 29

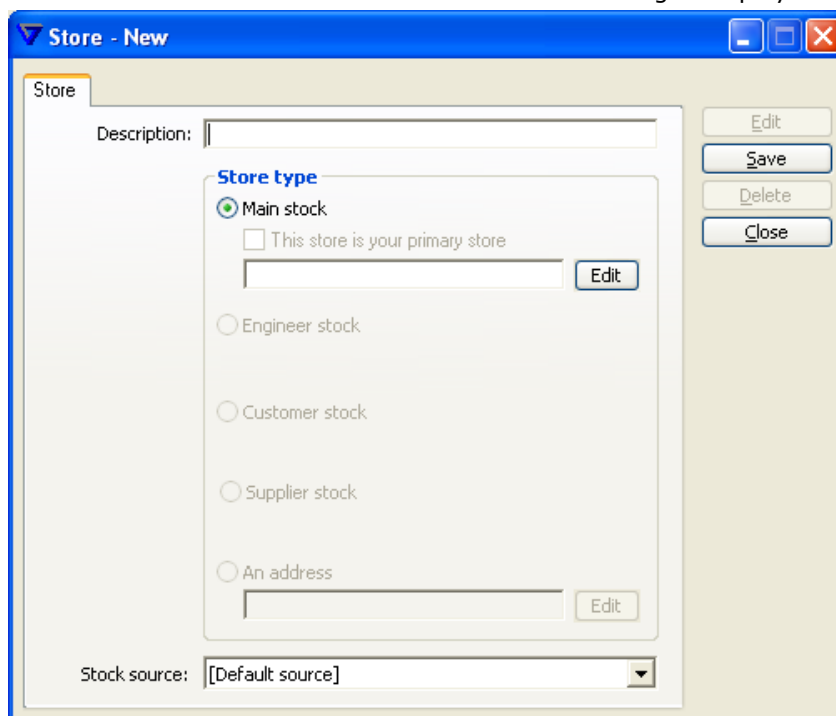
To create a new store

You are only able to create a new store for **Main** or **Locational**. To create a new engineer, customer or supplier store, you will need to create a new engineer, customer or supplier (please refer to the Service Accent User manual for details on creating new engineers, customers and suppliers) and this will automatically create a new store.

Click either the **Main stores** icon to create a new main store, see below for creating a main store or click the **Locational stores** icon to create a new locational store, see page 10 for creating a new locational store.

Creating a new main store

1. Click the **Create new store** button and the following is displayed



2. In the **Description** box, enter a name for the store, this would usually be the actual name of the branch, for example, Manchester. The description is a mandatory entry.



3. The next step is to select the **Store type**. As this is a new main store you are adding, all the other options are greyed out and the only option available is **Main stock**. By default, main stock is created automatically and marked as the primary store. You can only have one primary store.
4. Click **Edit** to enter the name and address of the new main store and the following is displayed

Service Accent

Enter the address of this store location

Name

Address 1

Address 2

Address 3

Town

County

Postcode

OK Cancel

5. Enter the name and address of the new store. You must enter a name. The name and address is used to populate the delivery address when ordering stock for this store.
6. Click **OK**.
7. The new store dialogue is re-displayed with the name and address of the new store shown.

Store - New

Store

Description:

Store type

☒ Main stock

☐ This store is your primary store

☐ Engineer stock

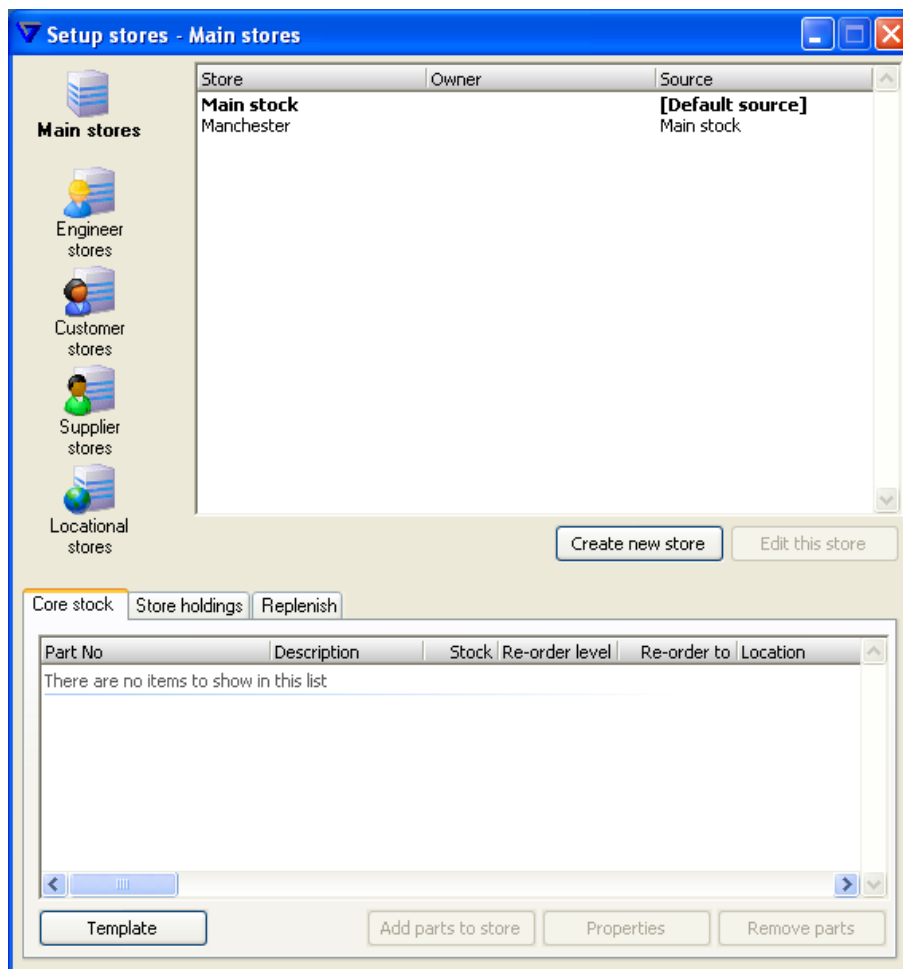
☐ Customer stock

☐ Supplier stock

☐ An address

Stock source:

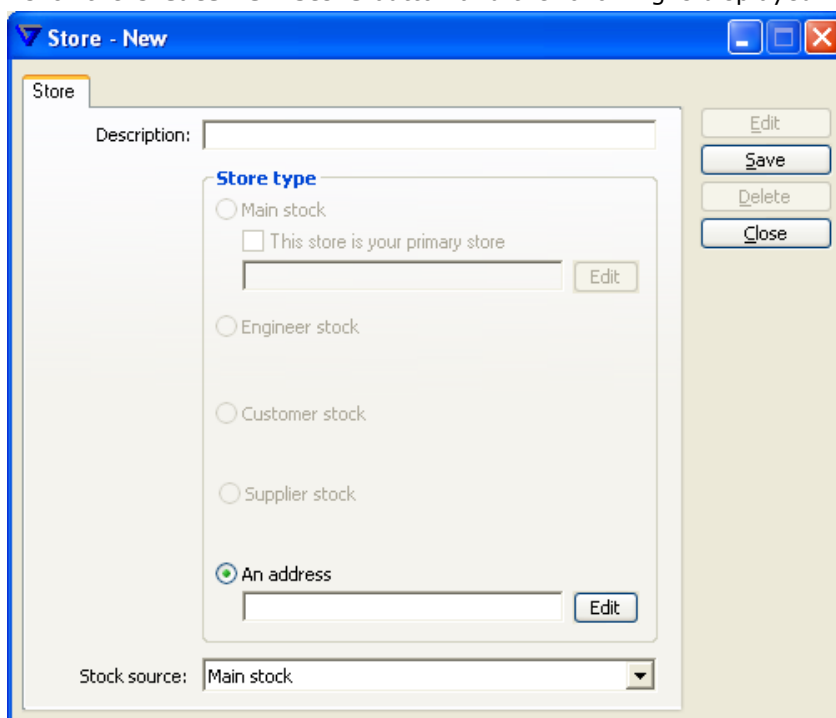
8. From the **Stock source** drop-down list, select the stock source. The stock source is used when you replenish this store. It will firstly check this source to see if there is enough stock to replenish this store, if not a purchase order will be raised. The drop-down list will show all main stores. If the source is left as **[Default source]**, main stock will be used as the source.
9. Click **Save** and **Close** to save the new store or click **Cancel** to exit without saving the store details.



10. The **Setup stores** dialogue is re-displayed, showing the newly created store. To create more stores, repeat steps 1 - 9

Creating a new locational store

1. Click the **Create new store** button and the following is displayed





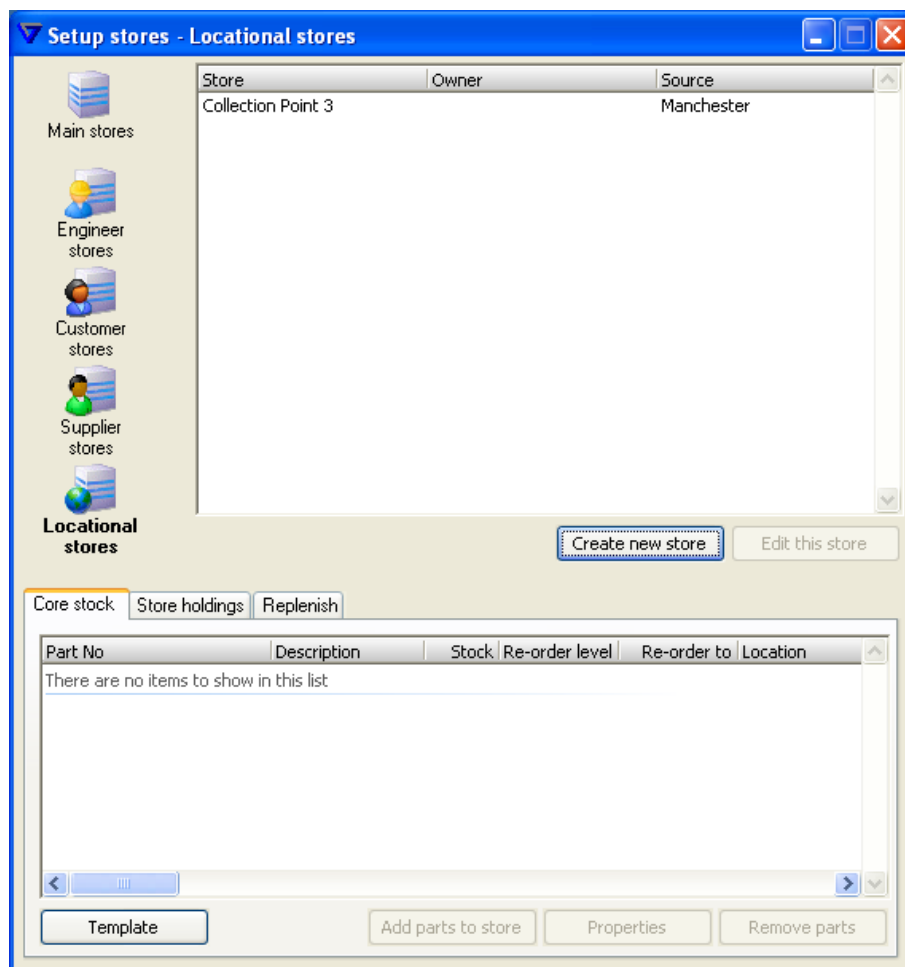
2. In the **Description** box, enter a name for the store, this would usually be the location name, for example, Collection Bin 33. The description is a mandatory entry.
3. The next step is to select the **Store type**. As this is a new locational store you are adding, all the other options are greyed out and the only option available is **An address**.
4. Click **Edit** to enter the name and address of the new locational store and the following is displayed

The image shows a dialog box titled "Service Accent" with a close button (X) in the top right corner. The main heading inside is "Enter the address of this store location". Below this heading are several text input fields labeled: Name, Address 1, Address 2, Address 3, Town, County, and Postcode. At the bottom right of the dialog are two buttons: "OK" and "Cancel".

5. Enter the name and address of the new store. You must enter a name.
6. Click **OK**.
7. The new store dialogue is re-displayed with the name and address of the store shown.

The image shows a dialog box titled "Store - Collection Bin 33" with standard window controls (minimize, maximize, close) in the top right. The dialog has a tab labeled "Store". Inside, there is a "Description:" field containing "Collection Bin 33". Below this is a "Store type" section with several radio button options: "Main stock", "Engineer stock", "Customer stock", "Supplier stock", and "An address". The "An address" option is selected. Under "An address", there is a text field containing "Parcel Company, Collection Bin 33, 1 Tr" and an "Edit" button. To the right of the "Store type" section are four buttons: "Edit", "Save", "Delete", and "Close". At the bottom of the dialog is a "Stock source:" dropdown menu currently showing "Main stock".

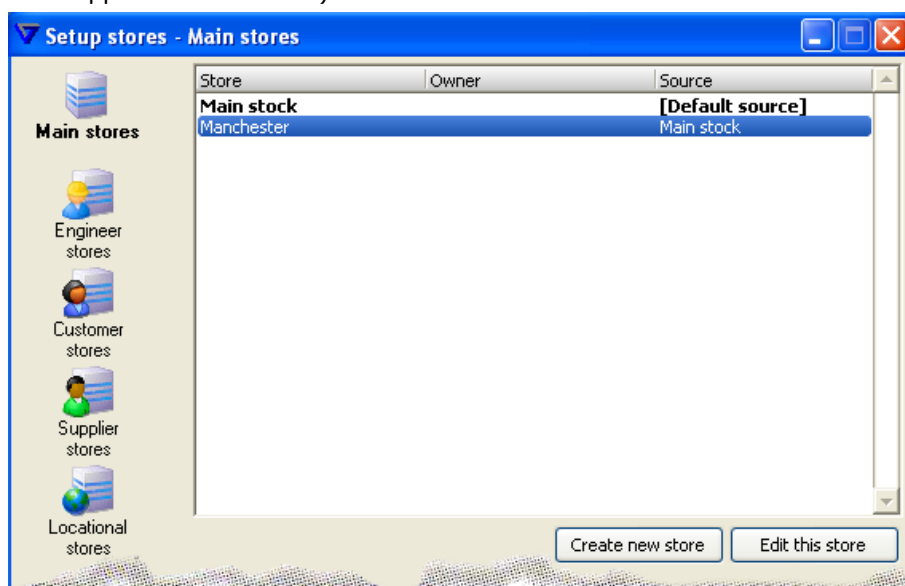
8. From the **Stock source** drop-down list, select the stock source. The stock source is used when you replenish this store. It will firstly check this source to see if there is enough stock to replenish this store, if not a purchase order will be raised. The drop-down list will show all main stores. The default stock source is **Main stock**.
9. Click **Save** and then **Close** to save the new store or click **Cancel** to exit without saving the store details.



10. The **Setup stores** dialogue is re-displayed, showing the newly created store. To create more stores, repeat steps 1 - 9

To edit an existing store

1. Select the store to edit by clicking the icon (Main, Engineer, Customer, Supplier or Locational) and then select the store to edit



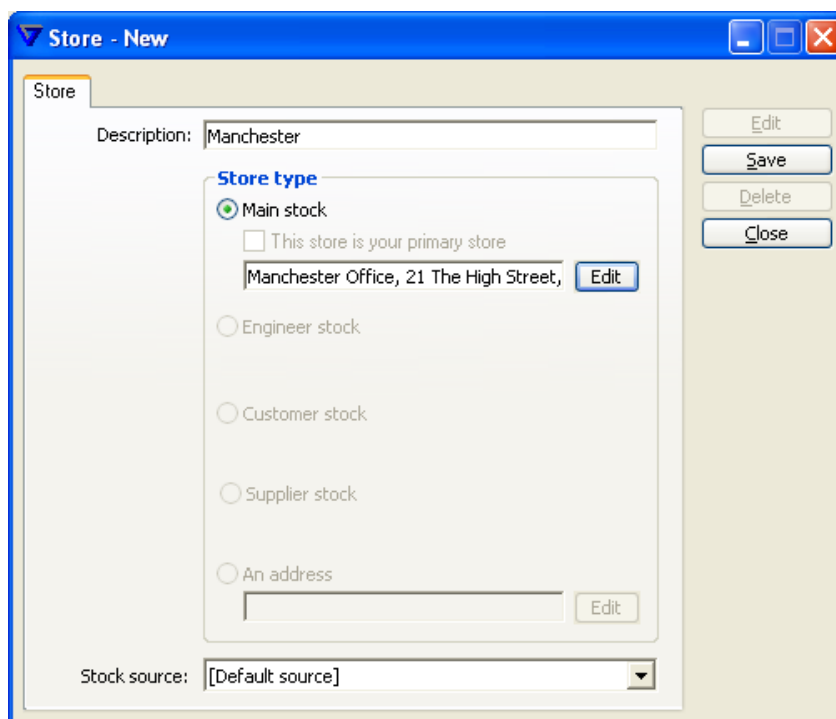
2. Click the **Edit this store** button and the following is displayed



3. Click **Edit**.
4. In the **Description** box, enter a name for the store, this would usually be the actual name of the branch, for example, Manchester. The description is a mandatory entry.
5. The next step is to select the **Store type**. All the other options are greyed out except the store type selected from the previous screen. By default, the main stock is created automatically and marked as the primary store. You can only have one primary store.
6. Click **Edit** to edit the name and address of the main store and the following is displayed

7. Edit the name and address of the store. You must enter a name. The name and address is used to populate the delivery address when ordering stock for this store.
8. Click **OK**.

9. The store dialogue is re-displayed with the edited name and address of the store shown.



10. From the **Stock source** drop-down list, select the stock source. The stock source is used when you replenish this store. It will firstly check this source to see if there is enough stock to replenish this store, if not a purchase order will be raised. The drop-down list will show all main stores. If the source is left as **[Default source]**, main stock will be used as the source.
11. Click **Save** and **Close** to save the new store or **Abandon** to exit without saving the amended store details.
12. The **Stores** dialogue is re-displayed, showing the edited store. To edit more stores, repeat steps 1 - 11



To view Core stock

Core stock is the stock that you expect the store to be holding. For example, in the case of engineer stores, this would be the parts that you expect the engineer to be carrying in their vehicle.



There is no Core stock available for Main stock

To view core stock

1. Select the store by clicking the icon (Main, Engineer, Customer, Supplier or Locational) and then select the store

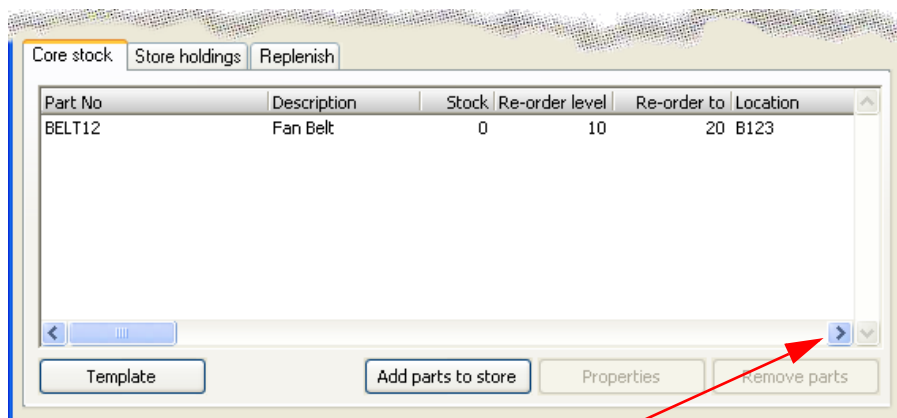
Store	Owner	Source
Main stock		[Default source]
Manchester		Main stock

Part No	Description	Stock	Re-order level	Re-order to	Location
There are no items to show in this list					

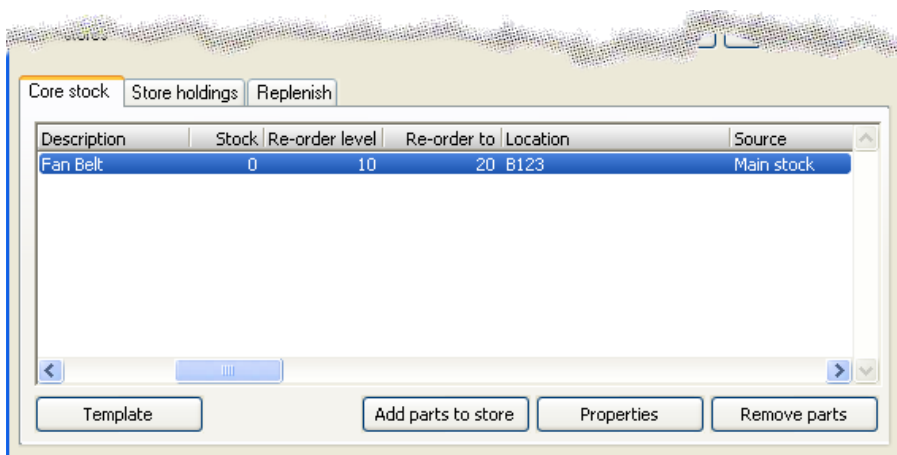
2. The display will automatically show the **Core stock** view. If not, click the **Core stock** tab.

Part No	Description	Stock	Re-order level	Re-order to	Location
BELT12	Fan Belt	0	10	20	B123

3. If a core stock has not been setup for this store, the list will be empty. The display shows the part number, the part description, the current physical stock, the re-order level, the re-order to quantity, the location (Bin number) and the source from which the part will be replenished. The Source can be seen by clicking on the right hand side arrow on the horizontal scroll bar



Click here to scroll and see the source





To add parts to core stock

1. Select the store by clicking the icon (Main, Engineer, Customer, Supplier or Locational) and then select the store

Store	Owner	Source
Main stock	Manchester	[Default source]
		Main stock

Part No	Description	Stock	Re-order level	Re-order to	Location
BELT12	Fan Belt	0	10	20	B123

2. To add a part to the core stock, click the **Add parts to store** button and the **Finder** is displayed

Search for
The results will show parts & products

Products and parts

Part No: ☐ Parts & products ☐ Products only ☐ Parts only

Description: ☐ Serialised items

Category:

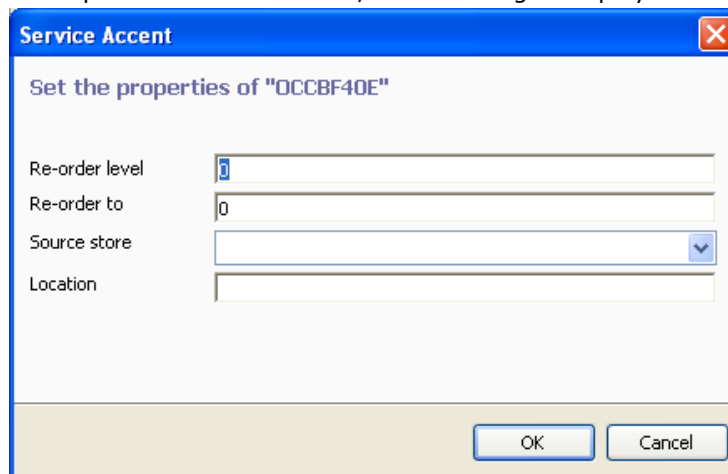
Location:

Manufacturer:

Man Part No:

Part No	Description
There are no items to show in this list	

3. Please refer to the Service Accent User Guide for further information on using **Finder**.
4. After the part has been selected, the following is displayed

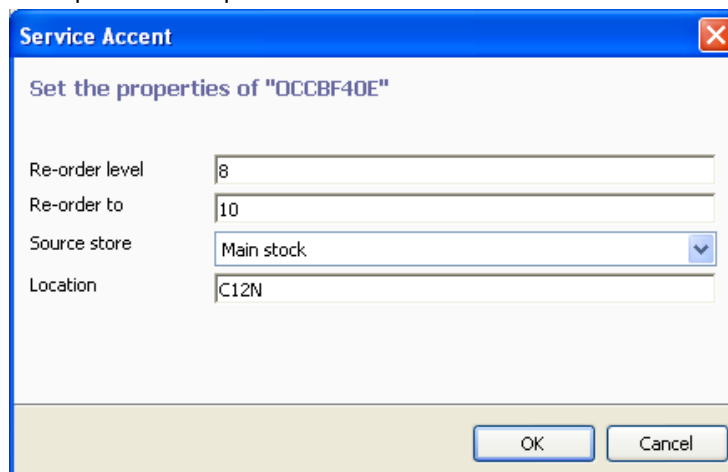


5. A part can have a **re-order level** and when that level is reached (or falls below), a recommended **re-order to** quantity can be specified. For example, the **re-order level** is 8 and the **re-order to** is 10. The current quantity in stock is 7, so the reordering routine will order 3 (as the physical stock is less than the reorder level). Reorder to quantity - the current physical stock ($10 - 7 = 3$).



To set reorder levels for main stock items, open the stock record and select the **Holdings** tab (see Stock Holdings Tab on page 60 for further details).

6. From the **Source store** drop-down list, select the store that will replenish this part.
7. In the **Location** field, enter the physical location (bin number) of the part in this store.
8. An example of a completed screen is as follows



9. Click **OK** to save the new part and the Setup stores dialogue is re-displayed, showing the new part in core stock



Setup stores - Main stores

Main stores

Store	Owner	Source
Main stock		[Default source]
Manchester		Main stock

Core stock | Store holdings | Replenish

Part No	Description	Stock	Re-order level	Re-order to	Location
BELT12	Fan Belt	0	10	20	B123
OCCBF40E	Olympus BF-40 ...	0	8	10	C12N

10. After adding the part to core stock, the details can be edited by highlighting the part and then clicking the **Properties** button

Setup stores - Main stores

Main stores

Store	Owner	Source
Main stock		[Default source]
Manchester		Main stock

Core stock | Store holdings | Replenish

Part No	Description	Stock	Re-order level	Re-order to	Location
A1003	CV-200, Oly processor,	0	2	4	Engineer Van
GH014900	Channel GIF-PQ20	0	4	5	Engineer Van
J810	J810 1316mm insertio...	0	1	2	Engineer Van
S01982290	Rod Lens 1.98 x 22.90	0	2	10	Engineer Van
TUC14X130ZA	Universal cord tube	0	3	7	Engineer Van

11. And the screen is shown as in step 8.

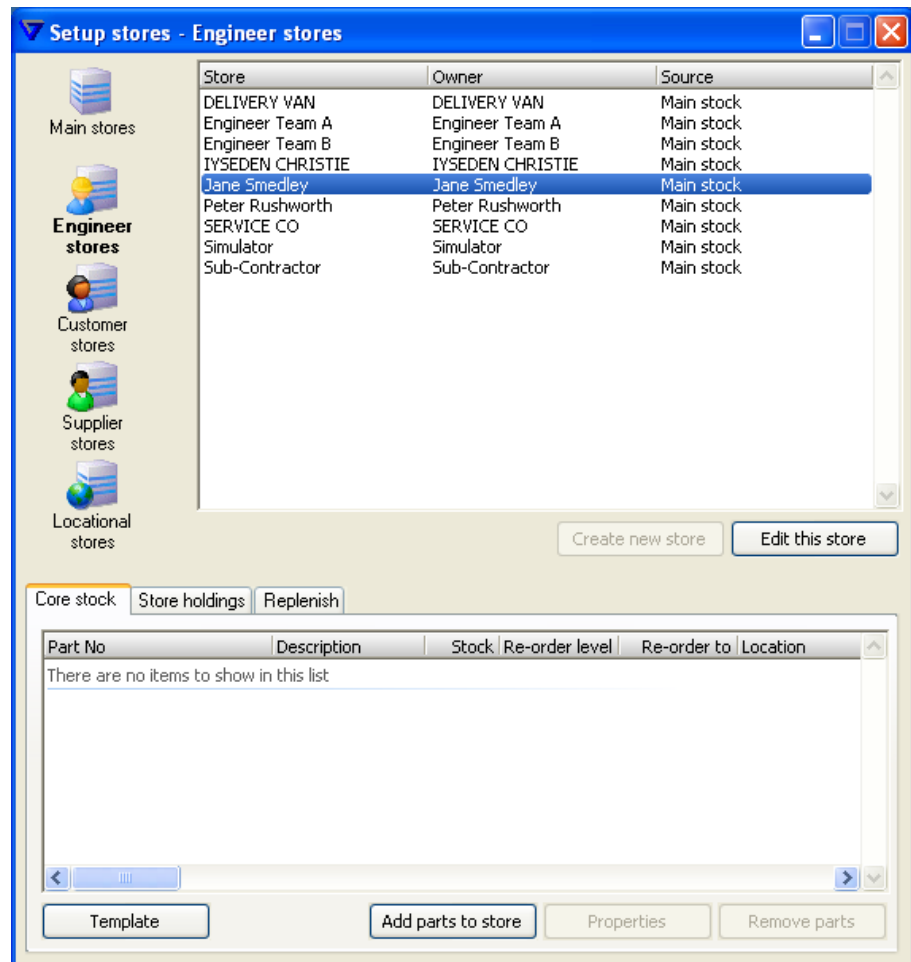
12. Repeat steps 2 to 9 to add more parts.

To use a template to add parts to core stock

If you have the same core stock in other locations, you can set up a template so that you don't have to keep adding the same parts to all the stores. Using templates is extremely useful when setting up engineer core stocks as most engineers tend to carry the same basic parts.

The example below will create a template for engineer core stock, but the procedure is the same for all core stock locations.

1. Select the engineer store by clicking the engineer stores icon and then select the store



2. Create the basic core stock for this engineer by **adding parts to store** (see page 17 for details on adding parts)



3. After all the parts have been added, the screen will appear similar to the following

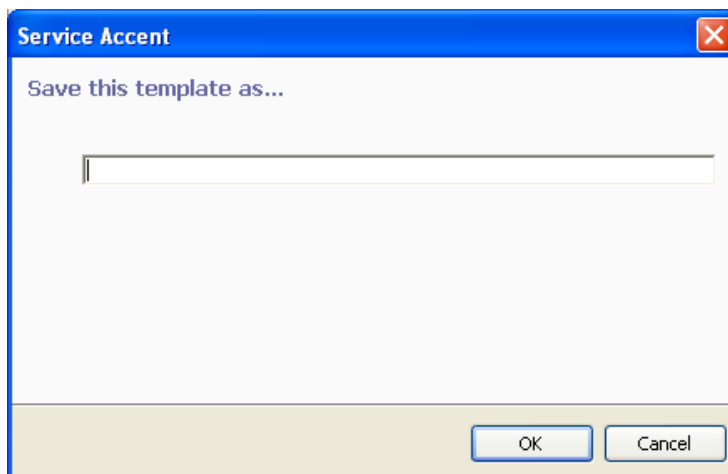
Store	Owner	Source
DELIVERY VAN	DELIVERY VAN	Main stock
Engineer Team A	Engineer Team A	Main stock
Engineer Team B	Engineer Team B	Main stock
IYSEDEN CHRISTIE	IYSEDEN CHRISTIE	Main stock
Jane Smedley	Jane Smedley	Main stock
Peter Rushworth	Peter Rushworth	Main stock
SERVICE CO	SERVICE CO	Main stock
Simulator	Simulator	Main stock
Sub-Contractor	Sub-Contractor	Main stock

Part No	Description	Stock	Re-order level	Re-order to	Location
A1003	CV-200, Oly processor,	0	2	4	Engineer Van
GH014900	Channel GIF-PQ20	0	4	5	Engineer Van
J810	J810 1316mm insertio...	0	1	2	Engineer Van
S01982290	Rod Lens 1.98 x 22.90	0	2	10	Engineer Van
TB5CCDL2001	CCD LENS UNIT CF-1...	0	5	10	Engineer Van
TUC14X130ZA	Universal cord tube	0	3	7	Engineer Van

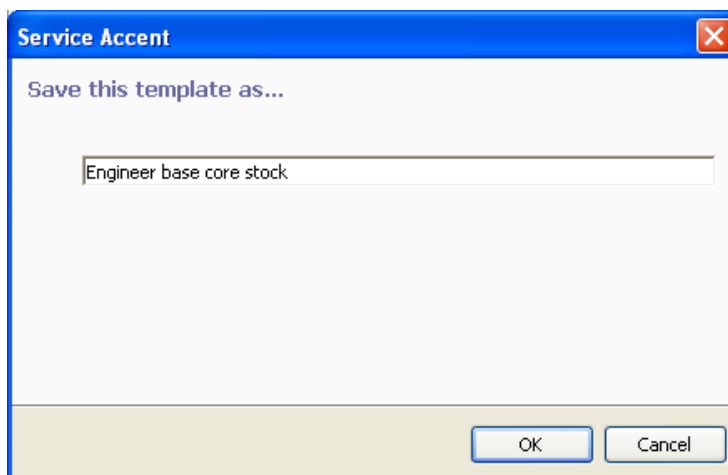
4. Click the **Template** button

Part No	Description	Stock	Re-order level	Re-order to	Location
A1003	CV-200, Oly processor,	0	2	4	Engineer Van
GH014900	Channel GIF-PQ20	0	4	5	Engineer Van
J810	J810 1316mm insertio...	0	1	2	Engineer Van
S01982290	Rod Lens 1.98 x 22.90	0	2	10	Engineer Van
TB5CCDL2001	CCD LENS UNIT CF-1...	0	5	10	Engineer Van
TUC14X130ZA	Universal cord tube	0	3	7	Engineer Van

5. And you have the option to either **Save this as a template** or **Load a template**. Click **Save this as a template** and the following is displayed



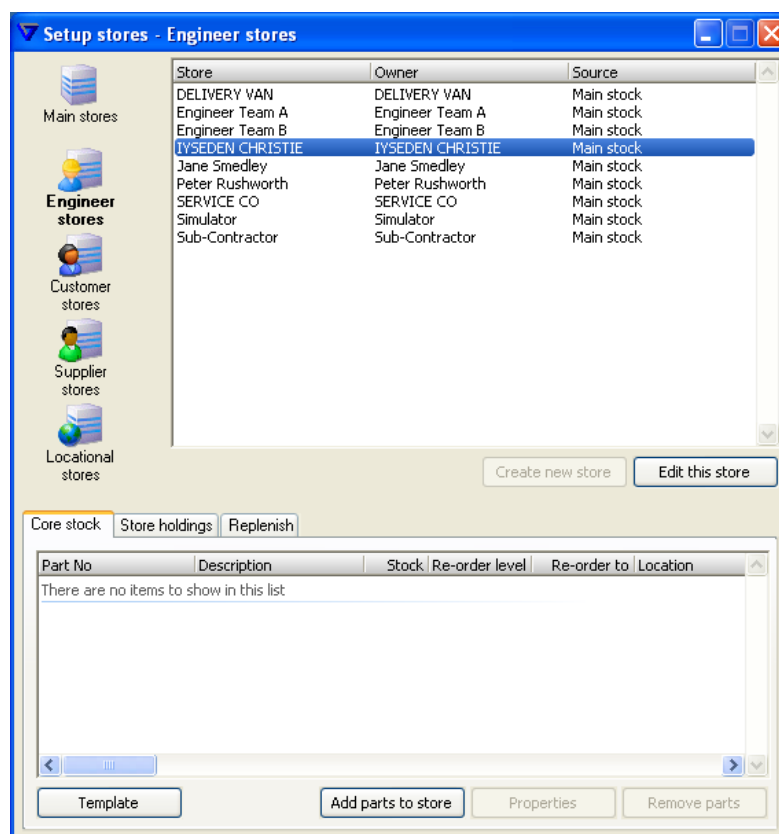
6. Enter a unique name for the template, in this case we will use Engineer base core stock.



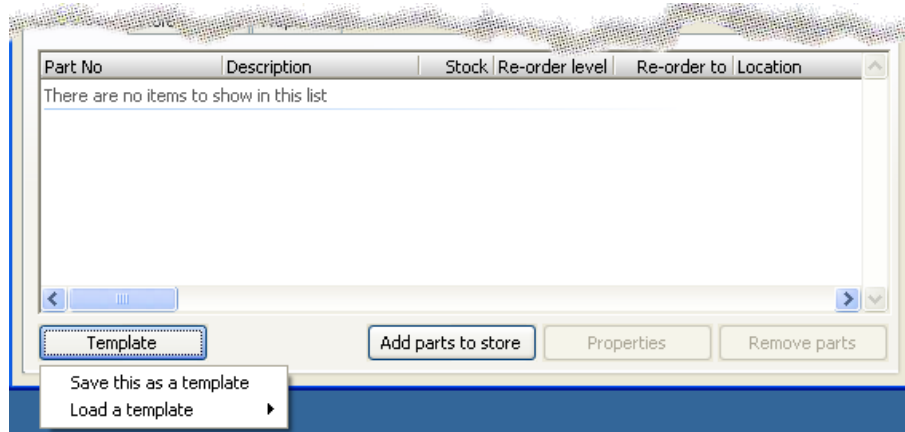
7. Click **OK** to save the template
8. The next step is to add this core stock to another engineer store.



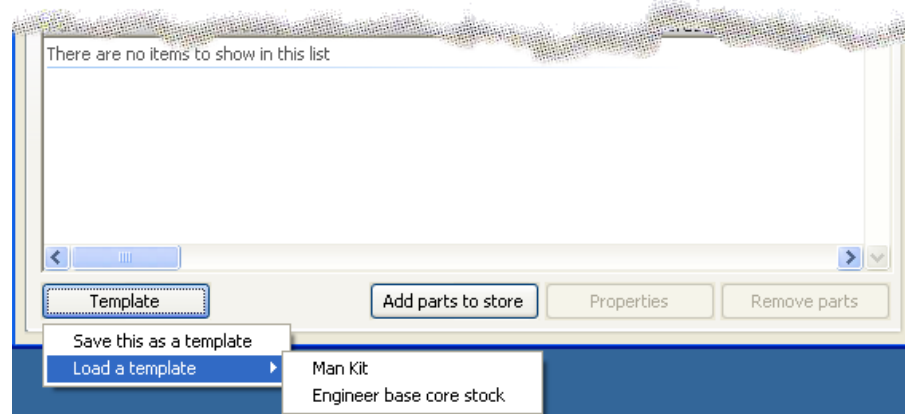
9. Select the other engineer store by clicking the engineer stores icon and then select the store



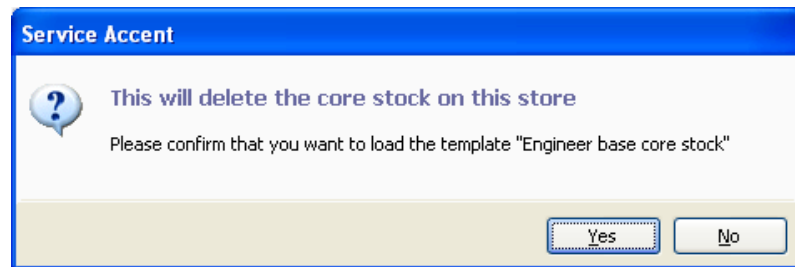
10. Click the **Template** button



11. Click **Load a template** and a list of the available templates is shown

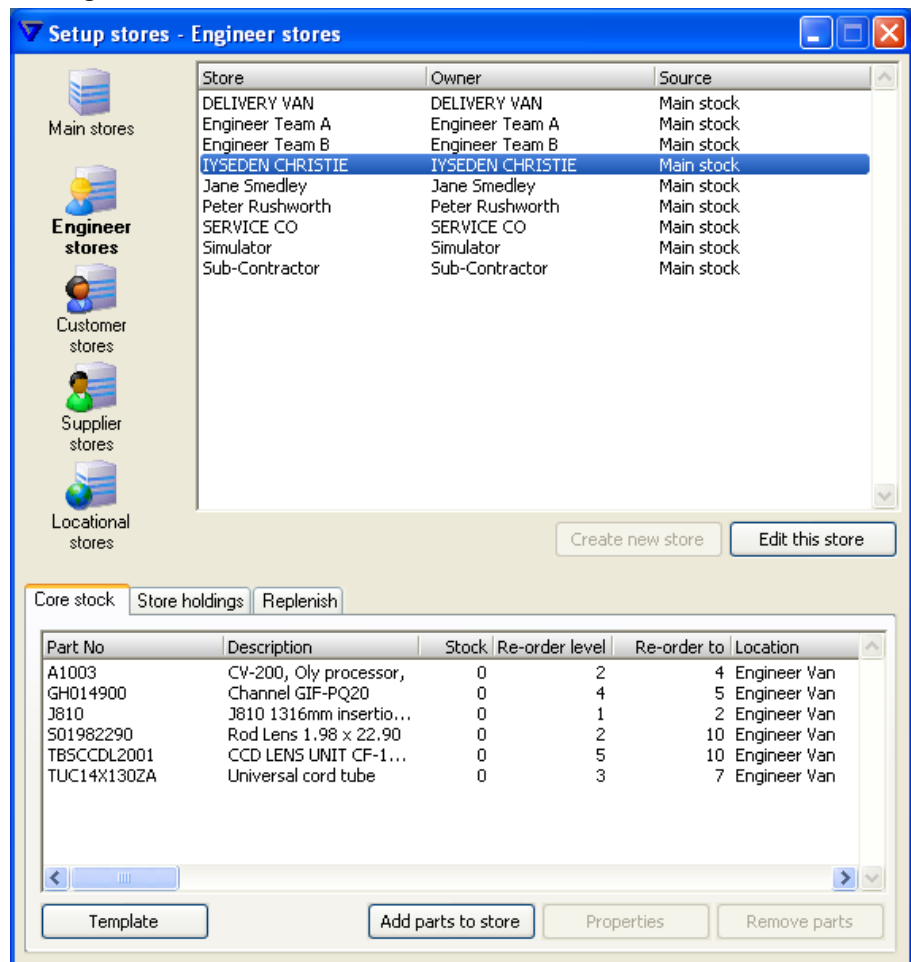


12. Select the template to load (in this case, it will be Engineer base core stock) and the following message is shown



Whenever a template of core stock is added to a store, any parts that have previously been set up will be deleted before the template is added.

13. Click **Yes** to confirm that the template is to be loaded or click **No** if the template is not to be loaded.
14. After **Yes** has been clicked, the parts in the template are added to this engineers core stock.

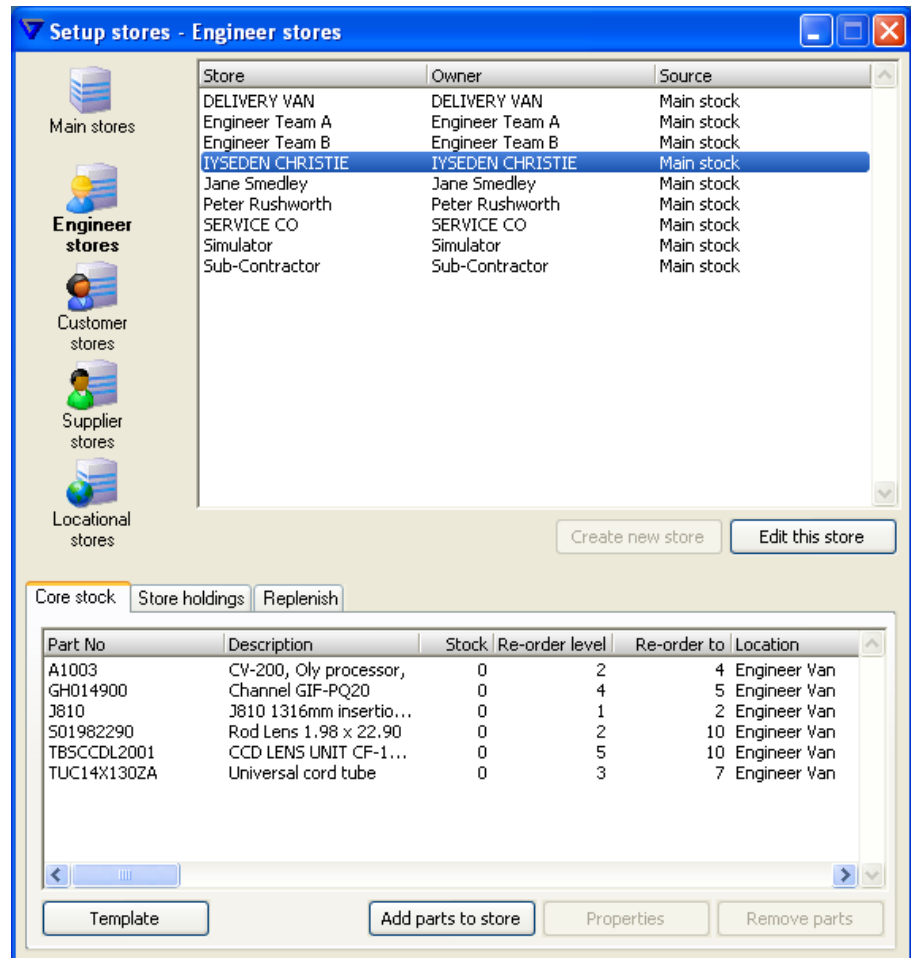


15. To add/load templates to other stores, repeat the process as described above.

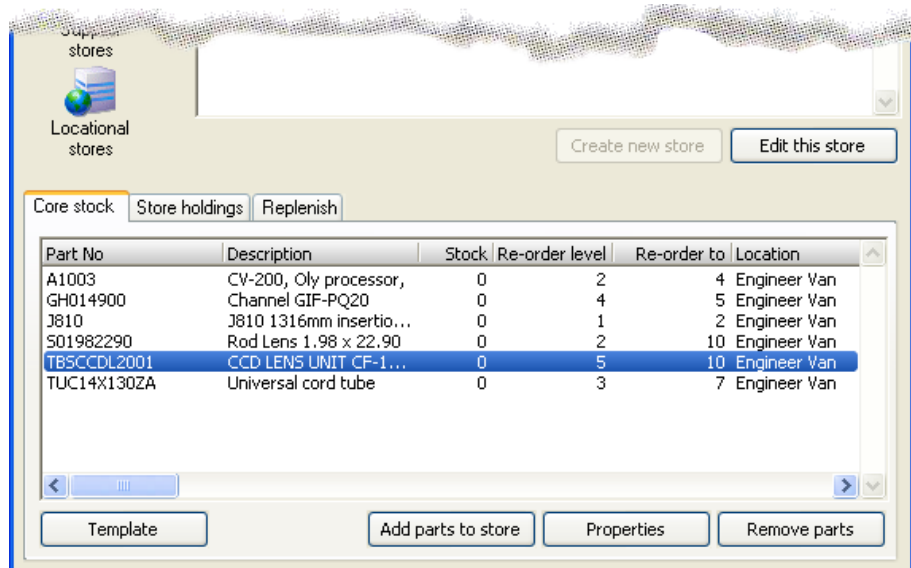


To remove parts from core stock

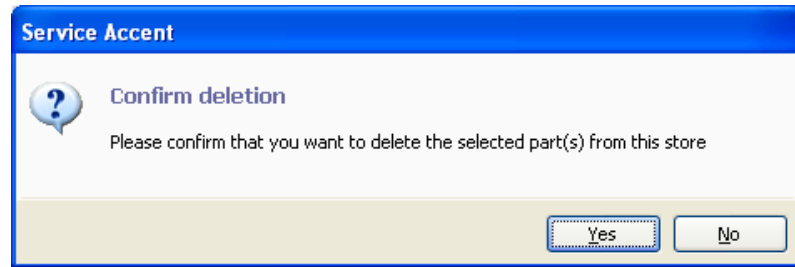
1. Select the store by clicking the icon (Main, Engineer, Customer, Supplier or Locational) and then select the store



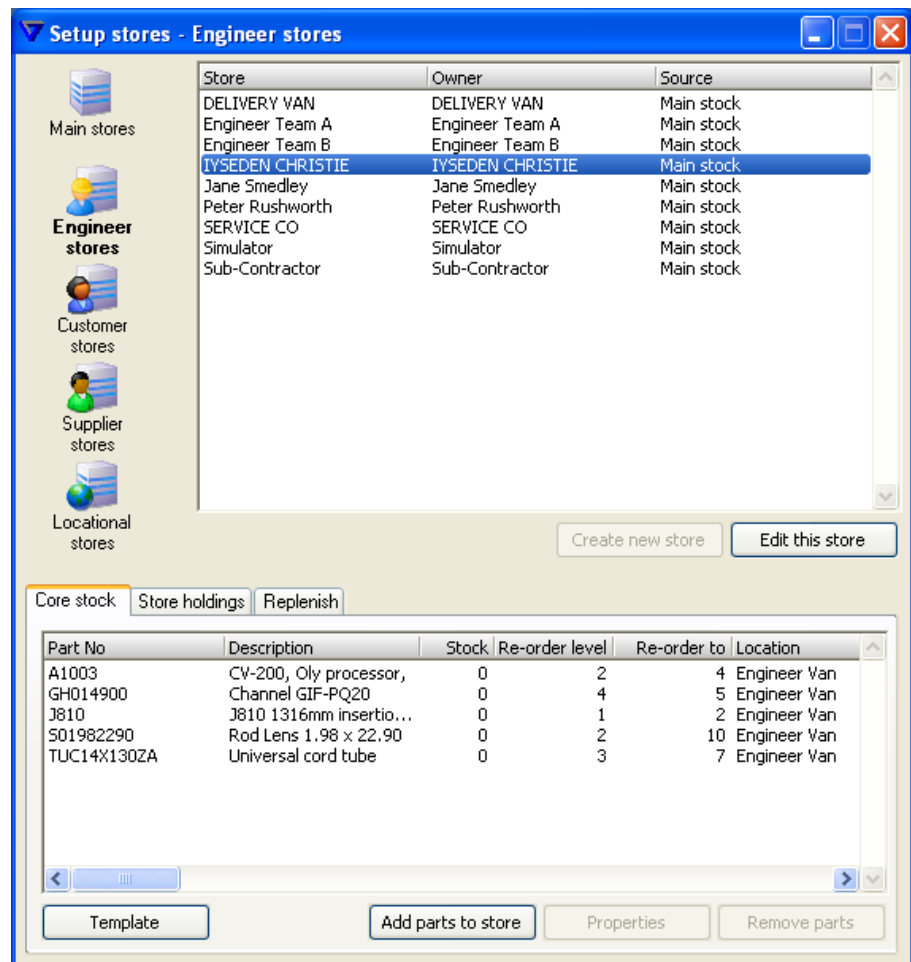
2. Click the **Core stock** tab and then highlight the part to delete



3. Click the **Remove parts** button and the following message is displayed



4. Click **Yes** to confirm deletion of the part from the core stock. This will only remove the part from core stock, it does not remove the stock record or remove the part from any other core stock in any other store.



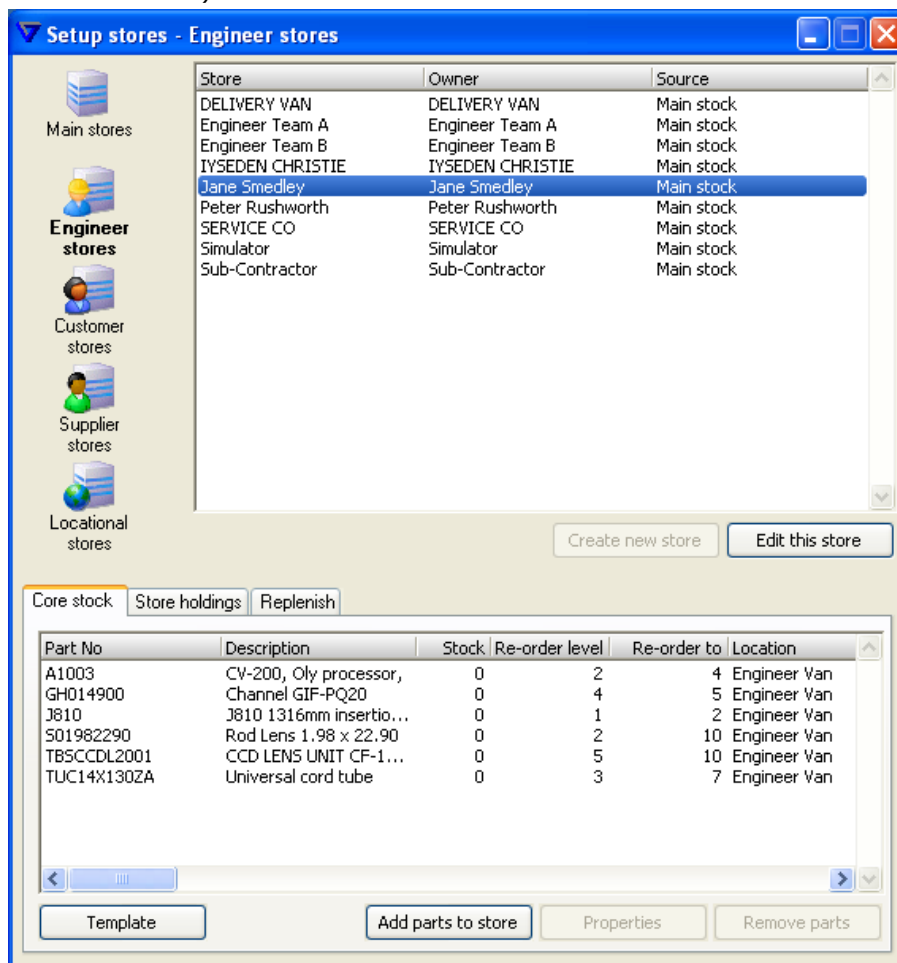
5. The screen is re-displayed with the part removed.



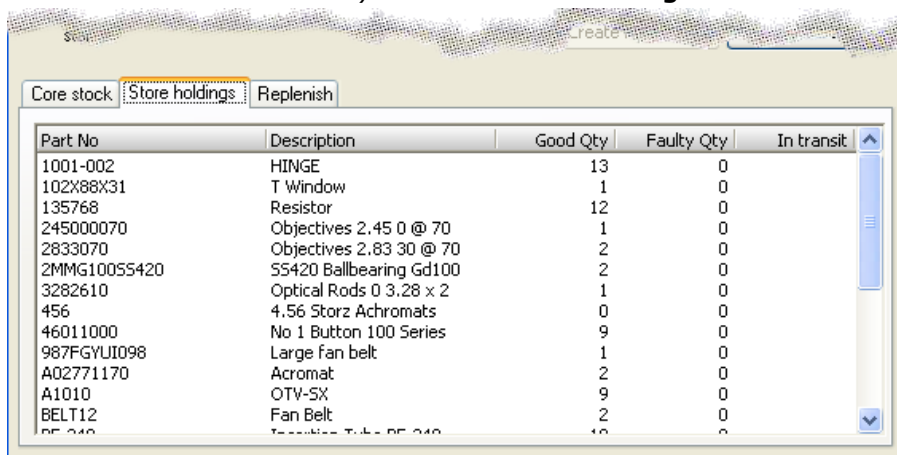
To view store holdings

To view the actual quantities in stock in a store, follow the steps below

1. Select the store by clicking the icon (main, engineer, customer, supplier or locational) and then select the store

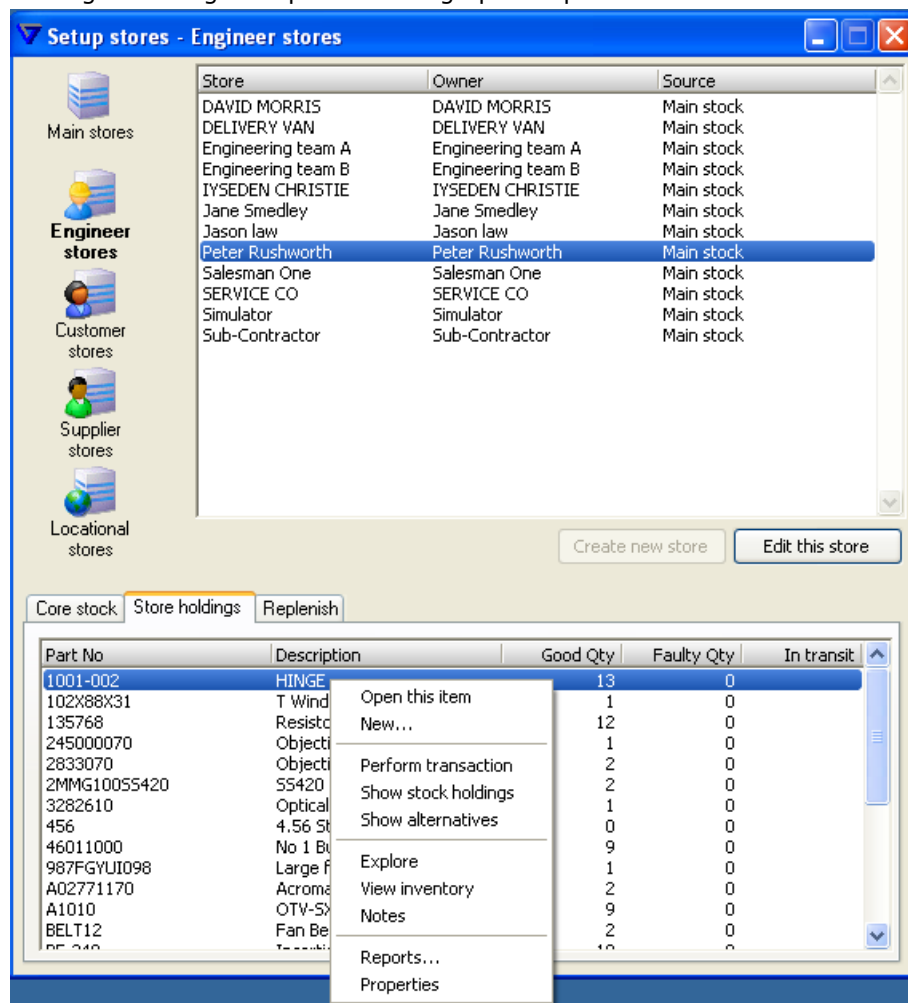


2. The display will automatically show the **Core stock** view (except for main stock, where the store holdings are shown as you cannot have core stock for main stock). Click the **Store holdings** tab.



3. The **Store holdings** view shows the current stock in this store. The display shows the part number, the description, the quantity in stock (good stock), any faulty stock and any stock that is in transit from the stock source to this store.

4. Right clicking on a part will bring up the options menu



5. There are 10 options available for the menu and these are as follows:

- **Open this item** - opens the selected stock record
- **New...** - use to create a new stock record
- **Perform transaction** - use to perform a stock transaction on this part, see Stock Transactions on page 83
- **Show stock holdings** - use to view the stock holdings in all stores, see Stock Holdings on page 77
- **Show alternatives** - use to show any alternative parts that can be used if no stock of this part
- **Explore** - use to "drill down" into the stock record, showing the associated records and their hierarchies
- **View inventory** - use to show the inventory items for this part if it is a serialised part, see Transit Manager on page 32
- **Notes** - use to view notes for this stock record
- **Reports** - use to view reports and letters specific to stock
- **Properties** - Use only in conjunction with technical support



To replenish stock

Replenishment is the process of replenishing parts in the selected store from the stock source set up against the store, that have fallen below the recommended minimum stock level (Reorder level). If the stock source does not have enough stock, the part is automatically ordered.

A part can have a reorder level and when that level is reached (or falls below), a recommended reorder to quantity can be specified. The **replenish** routine checks each part that has a reorder level and then automatically transfers stock from the stock source or reorders upto the quantity specified in the reorder to quantity. For example, the **reorder level** is 8 and the **reorder to** is 10. The current quantity in stock is 7, so the **replenish** routine will order 3 (as the physical stock is less than the reorder level). Reorder to quantity - the current physical stock ($10 - 7 = 3$).

Setup stores - Engineer stores

Left sidebar icons: Main stores, **Engineer stores**, Customer stores, Supplier stores, Locational stores.

Store	Owner	Source
DELIVERY VAN	DELIVERY VAN	Main stock
Engineer Team A	Engineer Team A	Main stock
Engineer Team B	Engineer Team B	Main stock
IYSEDEN CHRISTIE	IYSEDEN CHRISTIE	Main stock
Jane Smedley	Jane Smedley	Main stock
Peter Rushworth	Peter Rushworth	Main stock
SERVICE CO	SERVICE CO	Main stock
Simulator	Simulator	Main stock
Sub-Contractor	Sub-Contractor	Main stock

Buttons: Create new store, Edit this store

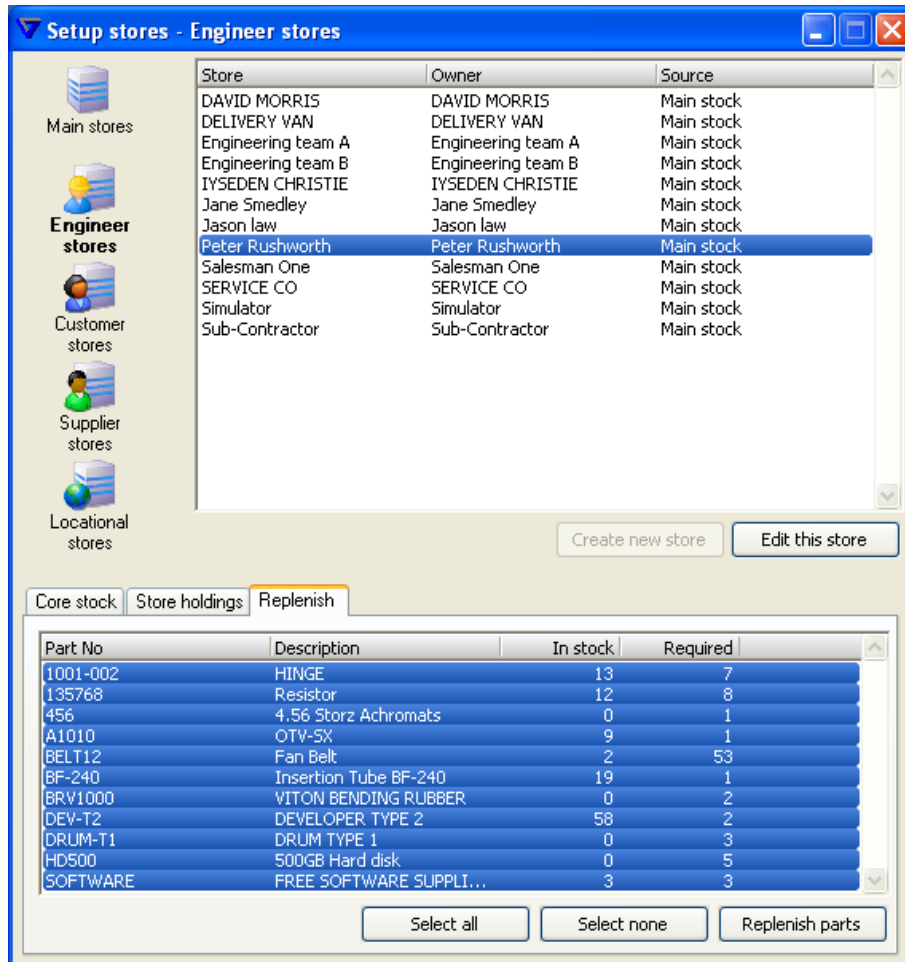
Tabs: Core stock | **Store holdings** | Replenish

Part No	Description	Stock	Re-order level	Re-order to	Location
A1003	CV-200, Oly processor,	0	2	4	Engineer Van
GH014900	Channel GIF-PQ20	0	4	5	Engineer Van
7810	7810 1216mm incertio	0	1	2	Engineer Van
501982290	Rod Lens 1.98 x 22.90	0	2	10	Engineer Van
183CCDL2001	CCD LENS UNIT CP-1...	0	3	10	Engineer Van
TUC14X130ZA	Universal cord tube	0	3	7	Engineer Van

Buttons: Template, Add parts to store, Properties, Remove parts

To replenish

1. From the **Set up stores** dialogue, click the **Replenish** tab and the following is displayed



Store	Owner	Source
DAVID MORRIS	DAVID MORRIS	Main stock
DELIVERY VAN	DELIVERY VAN	Main stock
Engineering team A	Engineering team A	Main stock
Engineering team B	Engineering team B	Main stock
IYSEDEN CHRISTIE	IYSEDEN CHRISTIE	Main stock
Jane Smedley	Jane Smedley	Main stock
Jason law	Jason law	Main stock
Peter Rushworth	Peter Rushworth	Main stock
Salesman One	Salesman One	Main stock
SERVICE CO	SERVICE CO	Main stock
Simulator	Simulator	Main stock
Sub-Contractor	Sub-Contractor	Main stock

Part No	Description	In stock	Required
1001-002	HINGE	13	7
135768	Resistor	12	8
456	4.56 Storz Achromats	0	1
A1010	OTV-SX	9	1
BELT12	Fan Belt	2	53
BF-240	Insertion Tube BF-240	19	1
BRV1000	VITON BENDING RUBBER	0	2
DEV-T2	DEVELOPER TYPE 2	58	2
DRUM-T1	DRUM TYPE 1	0	3
HD500	500GB Hard disk	0	5
SOFTWARE	FREE SOFTWARE SUPPLI...	3	3

2. Each part in the core stock is checked to see if it has a **reorder level** and if so, the actually quantity in stock is checked to see if it is equal to or below this reorder level and if so, it is added to the list of items to replenish.
3. The display shows the part number, the description, the actual quantity in stock and the amount required to bring the stock up to the specified **reorder to** quantity
4. All items in this list are selected by default. To unselect an item, press **Control** and **Click**. To select all items, click the **Select all** button, to unselect all items, click the **Select none** button.
5. Click the **Replenish parts** button to replenish the selected parts.
6. The routine will firstly check the stock source for this engineer store to see if there is sufficient stock to replenish the part, if so the part will be automatically transferred from the source to the store.

If the part to be replenished is a serialised part, (see Serial Number Tracking on page 34) serial numbers will have to be selected.

Any parts that are in stock at the stock source will automatically be added to the Transit Manager (see Transit Manager on page 32) and you will need to confirm receipt of these parts before the store quantity is updated.



Core stock Store holdings Replenish				
Part No	Description	Good Qty	Faulty Qty	In transit
987FGYUI098	Large fan belt	1	0	
A02771170	Acromat	2	0	
A1010	OTV-SX	9	0	1
BELT12	Fan Belt	2	0	
BF-240	Insertion Tube BF-240	19	0	1
BRV1000	VITON BENDING RUBBER		0	2
CCDGIF1T240	CCD chip GIF-1T240	1	0	
DEV-T2	DEVELOPER TYPE 2	58	0	
DRUM-T1	DRUM TYPE 1	0	0	3
GS118500	Nozzle for GIF-XP20	4	0	
HD500	500GB Hard disk		0	5
INT-CC	COPIERCO NETWORK INT...	1	0	
NET2001	Network Card	9	0	
SOFT1000	Software 1.00mm x 30.00	11	0	

If there isn't sufficient stock, a provisional purchase order will be automatically created. Please refer to the chapter on Purchase order processing for full details on purchase orders.

- The parts selected for replenishment will be removed from view and a picking list and report on the replenishments performed are displayed

20081105-Peter_Rushworth.txt - Notepad

File Edit Format View Help

Stock Replenishments for store Peter Rushworth

Date: 05 November 2008 14:56
User: Admin

Part	Qty	Action
1001-002	7	ordered on _P000059
133768	8	From store Main stock
456	1	ordered on _P000060
A1010	1	From store Main stock
BELT12	53	ordered on _P000061
BF-240	1	From store Main stock
BRV1000	2	From store Main stock
DEV-T2	2	ordered on _P000062
DRUM-T1	3	From store Main stock
HD500	5	From store Main stock
SOFTWARE	3	ordered on _P000063

- The report is saved in the folder \Logs\Stock\Replenishments in your AccentDB folder

Replenishments

File Edit View Favorites Tools Help

Back Forward Up Search Folders

Address C:\Program Files\AccentDB_Test\Logs\Stock\Replenishments

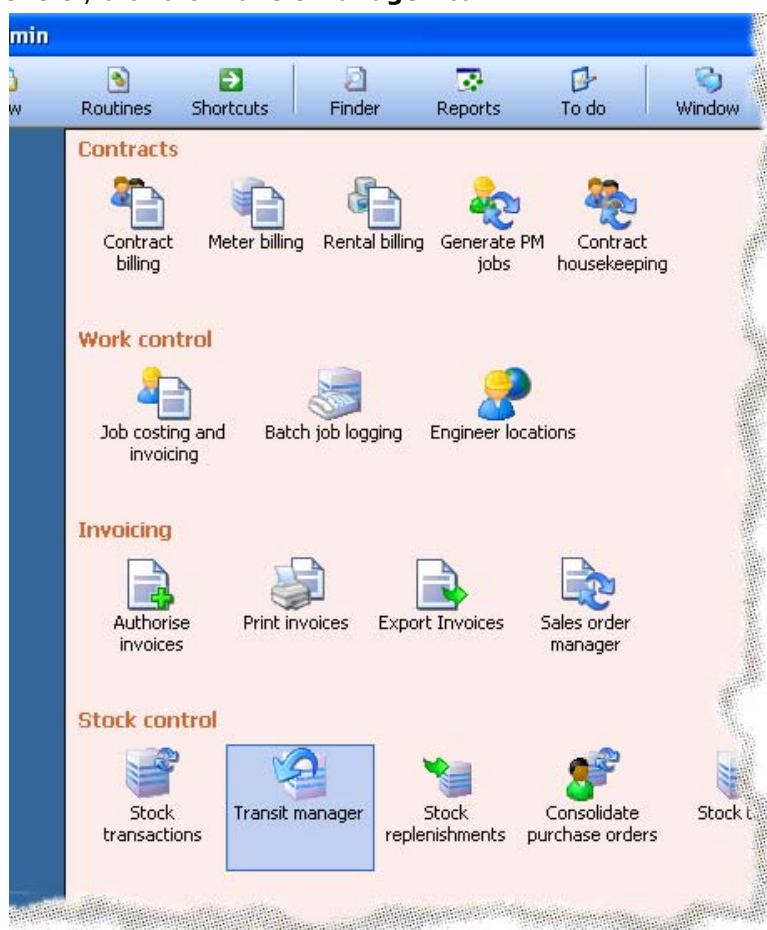
Name	Size	Type	Date Modified
20081016-IYSEDEN_CHRISTIE.txt	1 KB	Text Document	16/10/2008 11:53
20081016-Jane_Smedley.txt	1 KB	Text Document	16/10/2008 12:04

Transit Manager

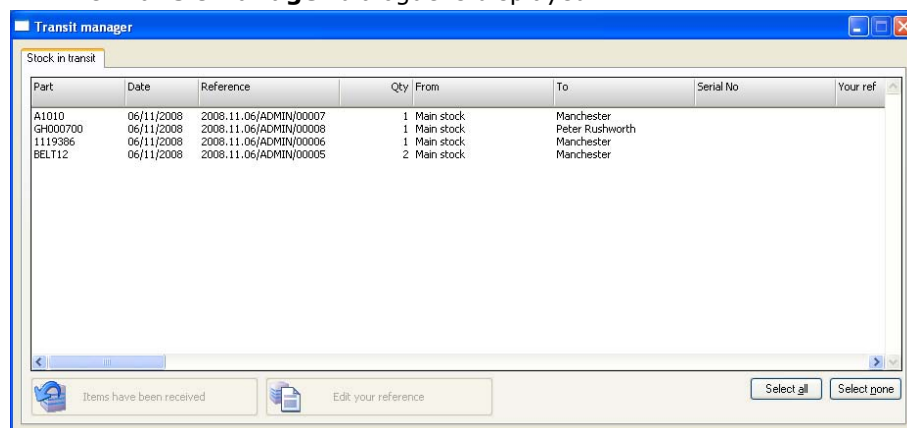
The transit manager is used to acknowledge receipt of parts that have been transferred from one store to another. When parts are physically transferred from one store to another, the receiving store does not get the parts immediately, they are held in transit (for example, they are on a van). When the parts arrive at the receiving store, they need to be booked in through the transit manager. At that stage, the actual stock holdings of the receiving store will be updated.

To use the Transit manager

1. Click **Routines** from the Service Accent button bar, under **Stock control**, click the **Transit manager** icon.



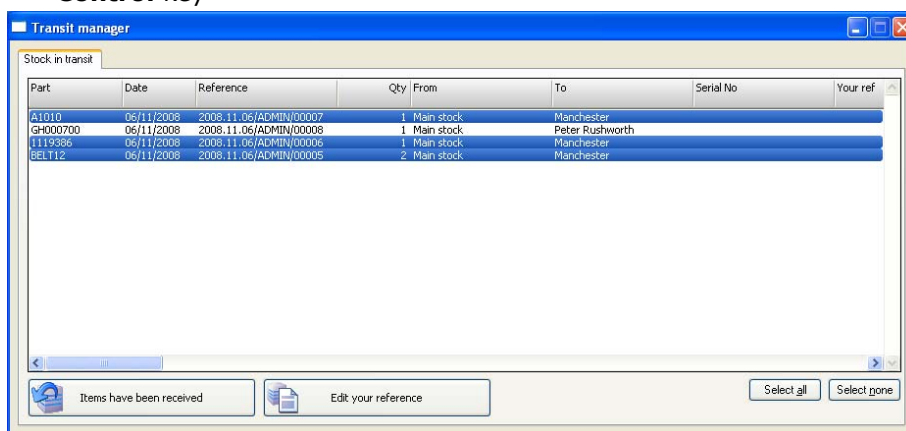
2. The **Transit Manager** dialogue is displayed



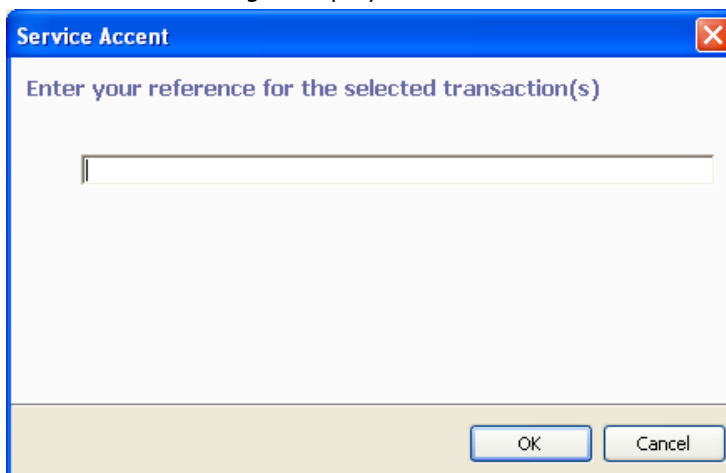
3. All the parts, for all stores, currently in transit will be shown.



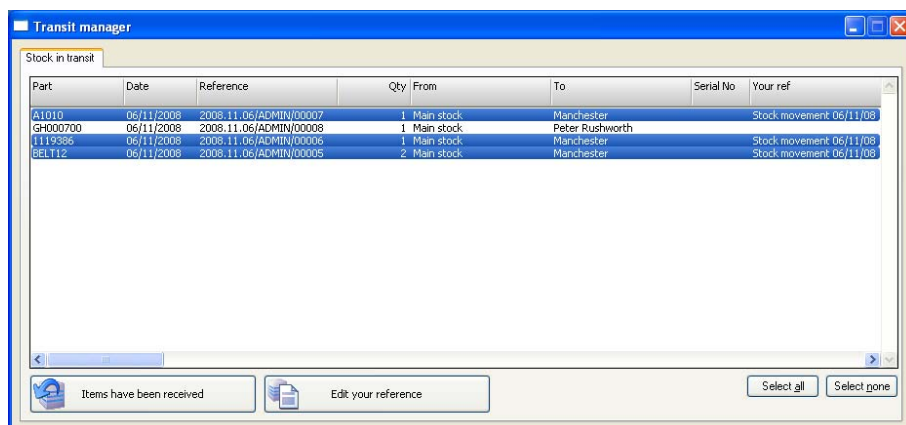
4. To select all parts to be received, click the **Select all** button
5. To unselect all parts, click the **Select none** button
6. To select multiple parts (as against all parts), click and hold the **Control** key



7. To change the reference for the parts, click **Edit your reference** button and the following is displayed



8. Enter the new your reference for the selected items and then click the **OK** button.

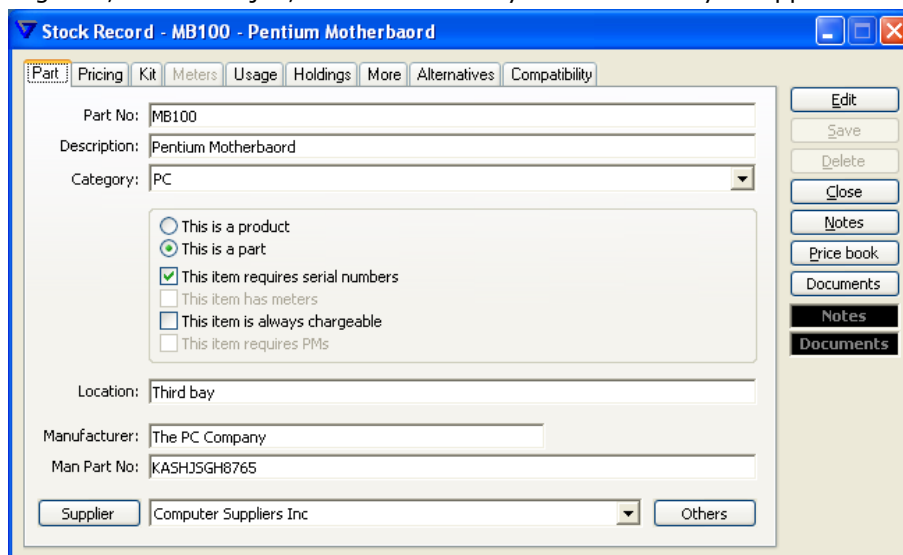


9. To receive the selected parts into stock, click the **Items have been received** button. The stock holdings for these parts in the receiving store will be updated and the parts will be removed from the transit manager.

Serial Number Tracking

Serial number tracking allows a part, marked as a serialised item, to be tracked throughout its life. The part can be tracked as it is ordered, transferred, sold, used on a job, returned to stock, returned as faulty and scrapped.

In the following example, a serialised part (MB100 - Pentium Motherboard) will be ordered from a supplier, received into stock, transferred to an engineer, used on a job, returned as faulty and then finally scrapped.



Stock Record - MB100 - Pentium Motherboard

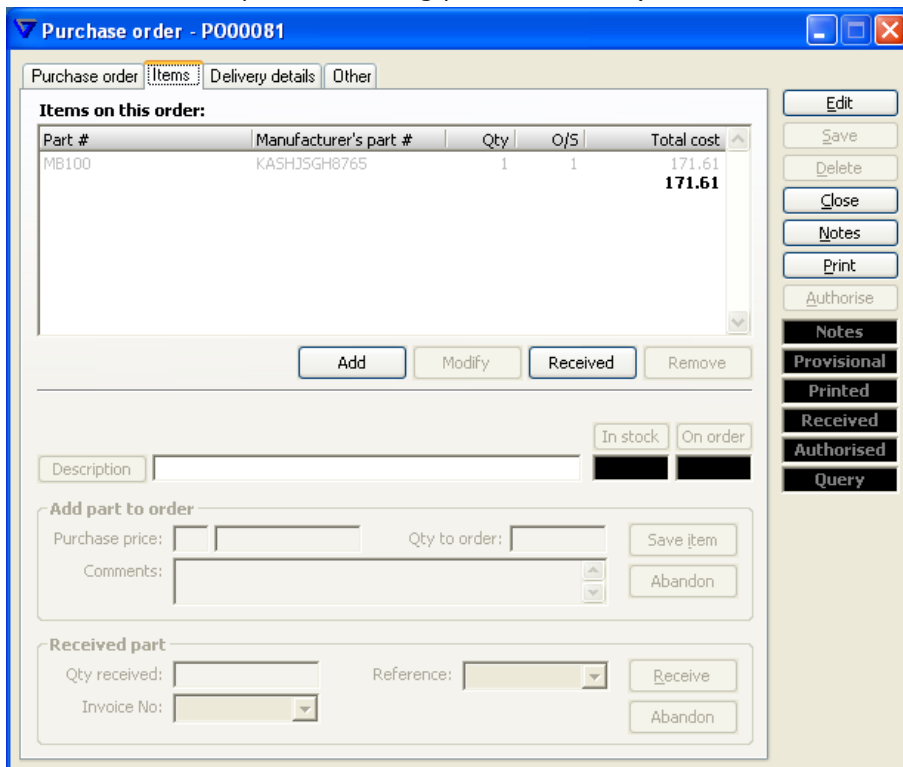
Part No: MB100
 Description: Pentium Motherboard
 Category: PC

☐ This is a product
☒ This is a part
☒ This item requires serial numbers
☐ This item has meters
☐ This item is always chargeable
☐ This item requires PMs

Location: Third bay
 Manufacturer: The PC Company
 Man Part No: KASHJSGH8765
 Supplier: Computer Suppliers Inc

Tracking a serialised part

1. The first step is to raise a purchase order for the serialised part (please refer to the chapter on creating purchase orders).



Purchase order - P000081

Purchase order | **Items** | Delivery details | Other

Part #	Manufacturer's part #	Qty	O/S	Total cost
MB100	KASHJSGH8765	1	1	171.61
				171.61

Add | Modify | Received | Remove

Description: In stock | On order

Add part to order
 Purchase price: Qty to order: Save item
 Comments: Abandon

Received part
 Qty received: Reference: Receive
 Invoice No: Abandon

Edit | Save | Delete | Close | Notes | Print | Authorise | Notes | Provisional | Printed | Received | Authorised | Query

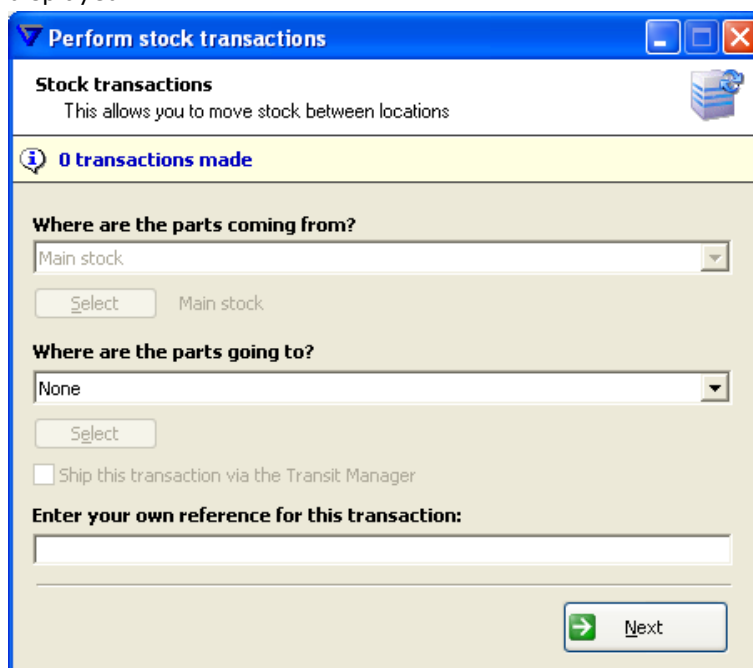


- The next step is to receive the serialised part.

- Serialised part MB100 has been received and the serial number is MB93837456.
- If the inventory record for this serial number is opened (either using Finder, right clicking on the received item and clicking Open inventory item, by selecting from the view inventory dialogue or right clicking the part in the Stores screen and clicking Open inventory item) and then the **Other** tab is clicked and then the **Tracking** tab is clicked, the following will be displayed. The tracking tab is only visible if the inventory item is a serialised part.

- The **Tracking** tab will be used throughout this example to show how the serialised part is tracked.
- As the serialised part has only been received, the stock location is shown as **Main stock**. If the purchase order was for another store, that store will be shown as the stock location.
- The remaining fields (Faulty reference, returns reference and scrap code will be used later).

8. The next step is to transfer this serialised part to an engineers holdings so that it can be used on a job. To transfer the serialised part from **Main stock** to **Engineer stock**, you need to do a stock transfer. This can either be performed by clicking **Routines, Stock control** and then **Stock transfers** (Please refer to Stock Transactions on page 83 for further details on stock transactions) or by clicking the **Transfer this item** button. If the **Transfer this item** button is clicked, the following is displayed



Perform stock transactions

Stock transactions
This allows you to move stock between locations

0 transactions made

Where are the parts coming from?
Main stock
Select Main stock

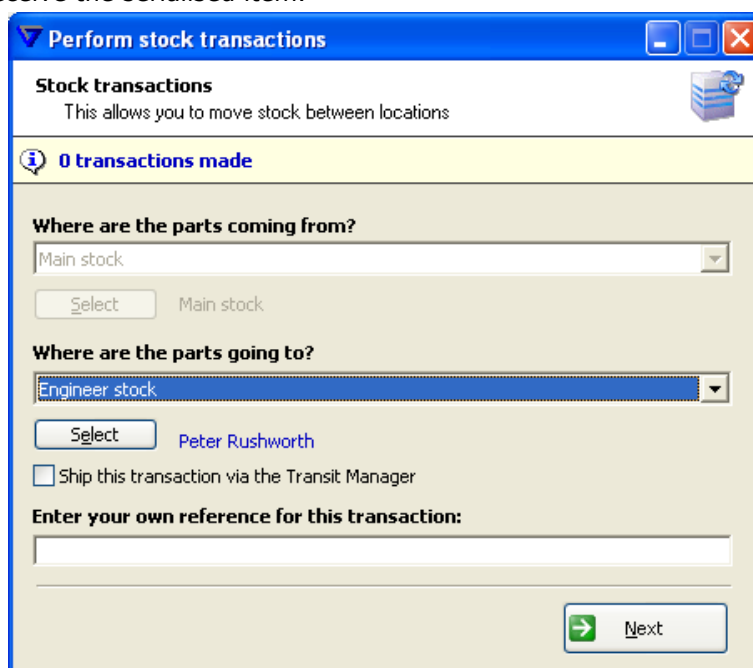
Where are the parts going to?
None
Select

☐ Ship this transaction via the Transit Manager

Enter your own reference for this transaction:

Next

9. The source (**Where are the parts coming from**) for the transaction is set as **Main stock** and cannot be changed.
10. In the target (**Where are the parts going to**), select **Locational stock** from the drop-down list and then select the engineer who is to receive the serialised item.



Perform stock transactions

Stock transactions
This allows you to move stock between locations

0 transactions made

Where are the parts coming from?
Main stock
Select Main stock

Where are the parts going to?
Engineer stock
Select Peter Rushworth

☐ Ship this transaction via the Transit Manager

Enter your own reference for this transaction:

Next

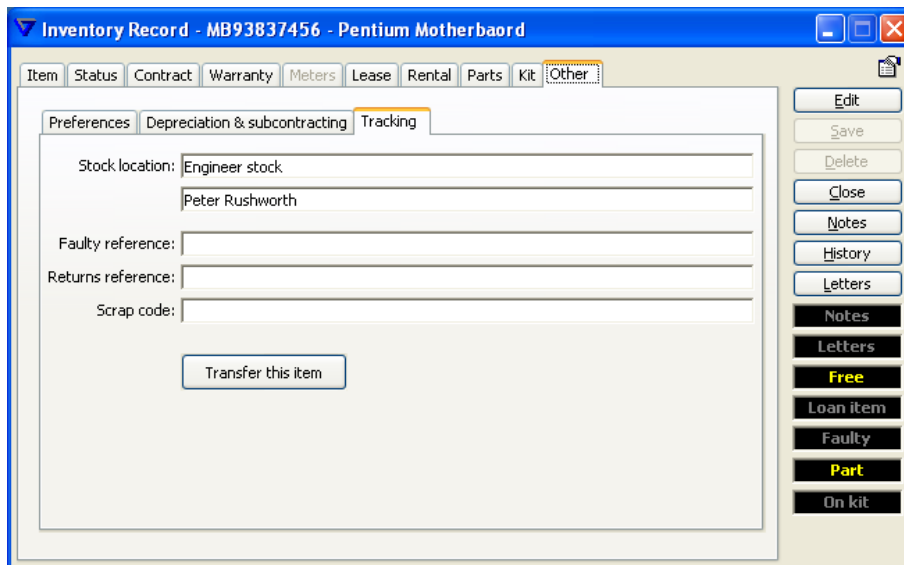
11. If this item is to be shipped via the Transit Manager (see Transit Manager on page 32), enable **Ship this transaction via the Transit Manager**. If this option is not enabled, the stock will immediately update the receiving store.



12. Each time a stock transaction is performed, a unique system reference is created, to add your own reference, enter the reference in the **Enter your own reference for this transaction** box.
13. Click **Next** and the following is displayed

14. As the stock transfer has been initiated from the serialised inventory record, you cannot select another part, set the quantity or remove the part. The serialised part number and the serial number are automatically added to the parts to be transferred.
15. Click **Perform transactions**.
16. If **Ship this transaction via the Transit Manager** has been enabled, the **Tracking** tab will appear as follows

17. The part is shown as being in transit to the engineers stock.
18. You will then need to open the **Transit manager** to receive the part (see Transit Manager on page 32).
19. After the part has been received (either immediately or via the **Transit manager**), the **Tracking** tab appears as follows



Inventory Record - MB93837456 - Pentium Motherbaord

Item Status Contract Warranty Meters Lease Rental Parts Kit **Other**

Preferences Depreciation & subcontracting **Tracking**

Stock location: Engineer stock
Peter Rushworth

Faulty reference:

Returns reference:

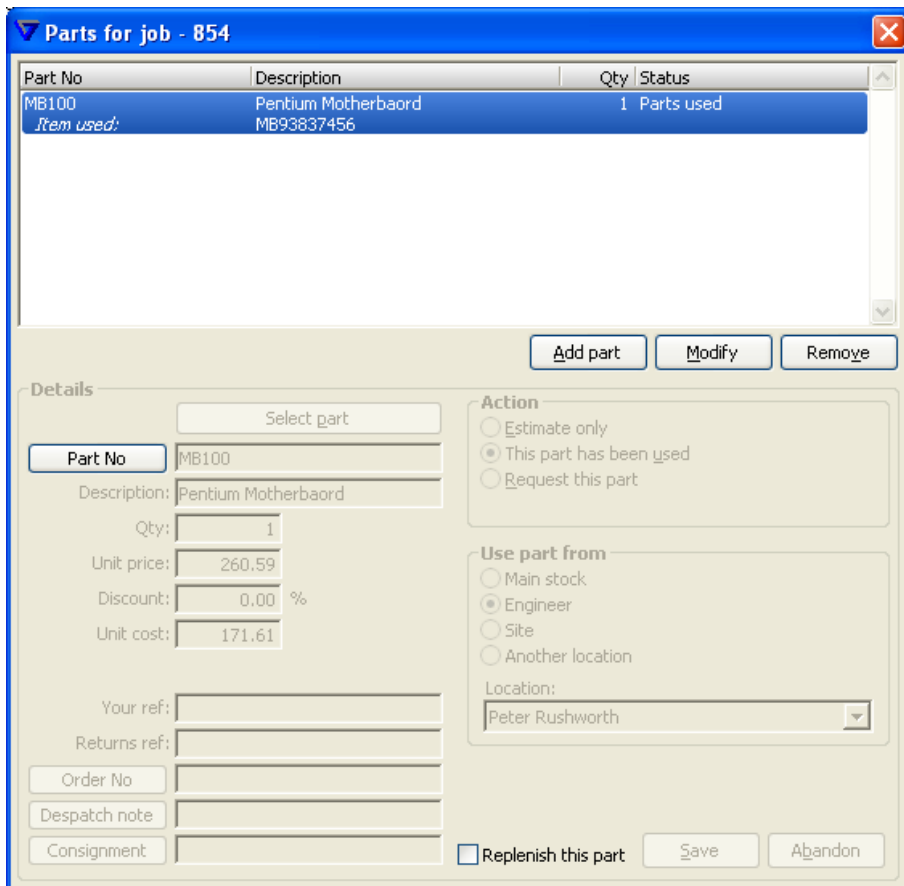
Scrap code:

Transfer this item

Edit
Save
Delete
Close
Notes
History
Letters
Notes
Letters
Free
Loan item
Faulty
Part
On kit

20. The **Stock location** is updated to reflect that the serialised part is in engineer stock and the engineer holding this part is shown.

21. The next step is to use this serialised part on a job.



Parts for job - 854

Part No	Description	Qty	Status
MB100	Pentium Motherbaord	1	Parts used

Item used: MB93837456

Add part Modify Remove

Details

Select part

Part No MB100

Description: Pentium Motherbaord

Qty: 1

Unit price: 260.59

Discount: 0.00 %

Unit cost: 171.61

Your ref:

Returns ref:

Order No

Despatch note

Consignment

Action

☐ Estimate only

☒ This part has been used

☐ Request this part

Use part from

☐ Main stock

☒ Engineer

☐ Site

☐ Another location

Location: Peter Rushworth

☐ Replenish this part

Save Abandon

22. The **Tracking** tab now indicates that the item is customer stock and the customer name is shown.



23. As the part used on the job is a serialised item, the inventory record status changes from **Free** to **Customer**. The item is physically at the customers premises

24. It is therefore assigned to that customer as part of the customers stock holding.

25. The stores dialogue the item as part of the customers stock.

Setup stores - Customer stores

Left sidebar icons: Main stores, Engineer stores, **Customer stores**, Supplier stores, Locational stores

Store	Owner	Source
Oval & Barker Distribution ...	Oval & Barker Distribution ...	Main stock
Parker & Hudson Fire Ltd (...)	Parker & Hudson Fire Ltd (...)	Main stock
Pearce Gemini Finance Ltd...	Pearce Gemini Finance Ltd...	Main stock
peter & co ()	peter & co ()	Main stock
Peter PLC (Stevenage)	Peter PLC (Stevenage)	Main stock
petere ltd ()	petere ltd ()	Main stock
Petertest Ltd (tring)	Petertest Ltd (tring)	Main stock
qwety01 ()	qwety01 ()	Main stock
Redfern Sentry Ltd (Chelt...	Redfern Sentry Ltd (Chelt...	Main stock
Sage Test Company, Stev...	Sage Test Company, Stev...	Main stock
Sampson McGill & Co Ltd (...)	Sampson McGill & Co Ltd (...)	Main stock
Service Point Ltd (Ware)	Service Point Ltd (Ware)	Main stock
Simons Company (Steven...	Simons Company (Steven...	Main stock
Test Customer (Stevenage)	Test Customer (Stevenage)	Main stock
Test Electronics Ltd	Test Electronics Ltd	Main stock
Vantage Computing Inter...	Vantage Computing Inter...	Main stock
Vantage Computing Ltd (H...	Vantage Computing Ltd (H...	Main stock
VCI ()	VCI ()	Main stock
WARMANS PROPERTY MA...	WARMANS PROPERTY MA...	Main stock
White Graham Solutions Lt...	White Graham Solutions Lt...	Main stock

Buttons: Create new store, Edit this store

Tabs: Core stock, **Store holdings**, Replenish

Part No	Description	Good Qty	Faulty Qty	In transit
006R01265	CYAN TONER CARTRIDGE...	1	0	
CHRISD	a serialised part	1	0	
HD250	250GB Hard Disk	2	0	
HD500	500GB Hard disk	2	0	
MB100	Pentium Motherbaord	1	0	
PROCESSOR	intel processor	1	0	

26. Right click on the part and select **Show inventory** then the **Serialised parts** tab

Tabs: Core stock, Store holdings, Replenish

Part No	Description	Good Qty	Faulty Qty	In transit
006R01265	CYAN TONER CARTRIDGE...	6	0	
Cir01	Circuit board	1	0	
CP03	ETO PIN	1	0	
HD250	250GB Hard	2	0	
HD500	500GB Hard	1	0	
PROCESSOR	intel processor	1	0	
S02001300	Optical rod	0	0	
TB5CCDL2002	CCD LENS	1	0	
WH005H2000	CLEANCO	2	0	

Right-click context menu on 006R01265:

- Open this item
- New...
- Perform transaction
- Show stock holdings
- Show alternatives
- Explore
- View inventory**
- Notes
- Reports...

27. and the serialised item (MB93837456) used on the job is shown at the customers location.

View Inventory - Pentium Motherbaord

Tabs: All Inventory, Unallocated, Scrap, Customer, Contract, Warranty, **Serialised parts**

Serial No	Product	Description	Asset No	Location
MB93837456	MB100	Pentium Motherbaord	00165	Third bay

Buttons: New, Open, Reports, Find, Clear, Swap, Refresh, Legend



28. The next step is to return this serialised part as faulty. This can be done in one of two ways, either perform a **Stock transaction** to move the serialised part from customer stock to faulty stock or by raising a new service job (see step 40)

Perform stock transactions

Stock transactions
This allows you to move stock between locations

0 transactions made

Where are the parts coming from?
Customer stock
Select Service Point Ltd (Ware)

Where are the parts going to?
None
Select

☐ Ship this transaction via the Transit Manager

Enter your own reference for this transaction:

Next

29. From the **Where are the parts going to** drop-down list, select **Faulty stock**. If you have more than one main store, the following will appear

Service Accent

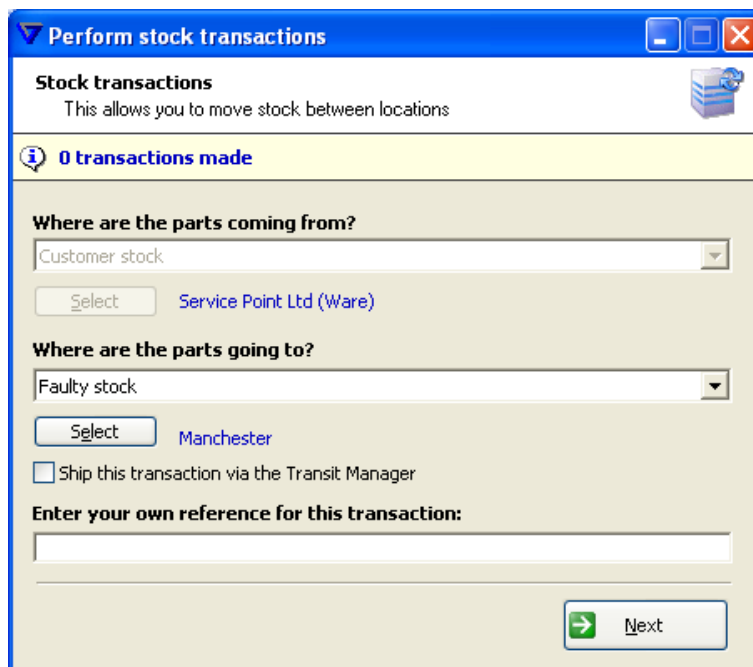
Select a store

Store

- Main stock
- Manchester

OK Cancel

30. Select which store the faulty part is to be returned to and then click **OK**.



Perform stock transactions

Stock transactions
This allows you to move stock between locations

0 transactions made

Where are the parts coming from?
Customer stock
Select Service Point Ltd (Ware)

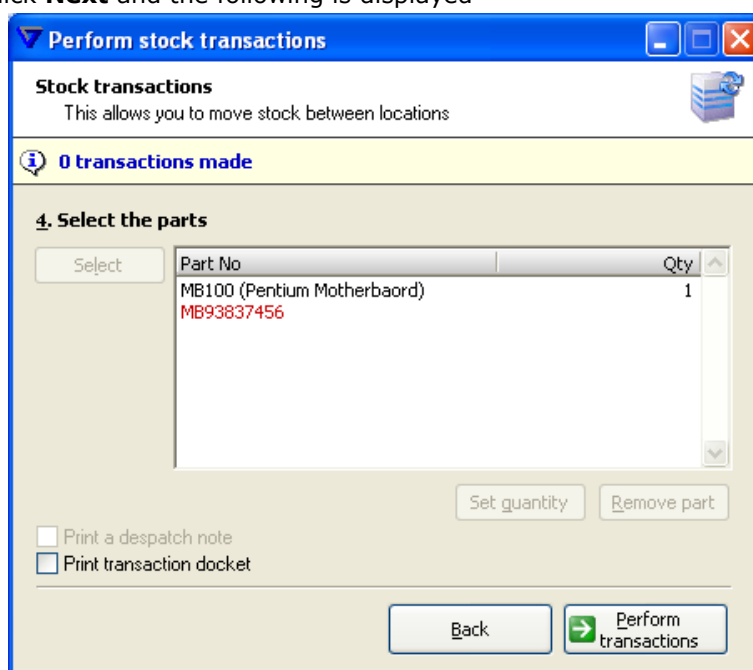
Where are the parts going to?
Faulty stock
Select Manchester

☐ Ship this transaction via the Transit Manager

Enter your own reference for this transaction:
[Text box]

Next

31. If this item is to be shipped via the Transit Manager (see Transit Manager on page 32), enable **Ship this transaction via the Transit Manager**. If this option is not enabled, the stock will immediately update the receiving store.
32. Each time a stock transaction is performed, a unique system reference is created, to add your own reference, enter the reference in the **Enter your own reference for this transaction** box.
33. Click **Next** and the following is displayed



Perform stock transactions

Stock transactions
This allows you to move stock between locations

0 transactions made

4. Select the parts

Select

Part No	Qty
MB100 (Pentium Motherbaord) MB93837456	1

Set quantity Remove part

☐ Print a despatch note
☐ Print transaction docket

Back Perform transactions

34. As the stock transfer has been initiated from the serialised inventory record, you cannot select another part, set the quantity or remove the part. The serialised part number and the serial number are automatically added to the parts to be transferred.
35. Click **Perform transactions**.



36. If **Ship this transaction via the Transit Manager** has been enabled, the **Tracking** tab will appear as follows

37. The part is shown as being in transit to the Main stock in the Manchester store.

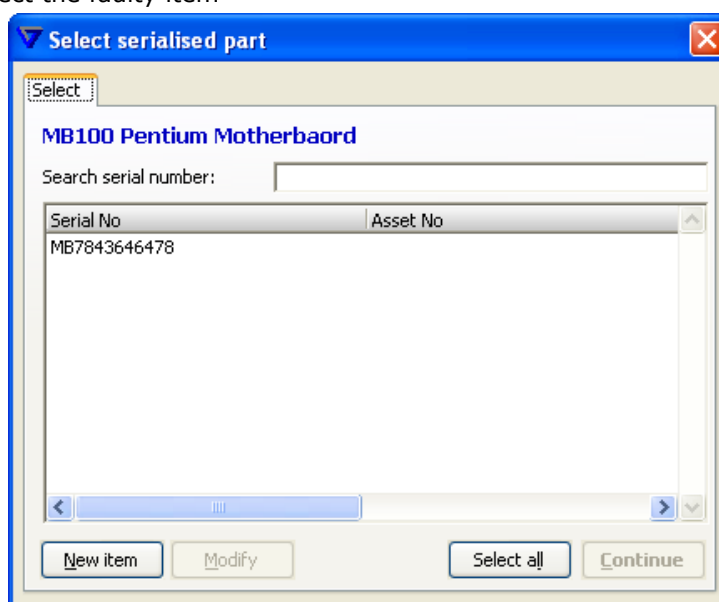
38. You will then need to open the **Transit manager** to receive the part (see Transit Manager on page 32).

39. After the part has been received (either immediately or via the **Transit manager**), the **Tracking** tab appears as follows

40. The **Stock location** is updated to reflect that the serialised part is in main faulty stock in the Manchester stores.

41. To return the part to faulty stock via a service job, the following will be displayed when the part is used on the job.

42. Click **Yes** to return the faulty serialised item. You will be prompted to select the faulty item



Select serialised part

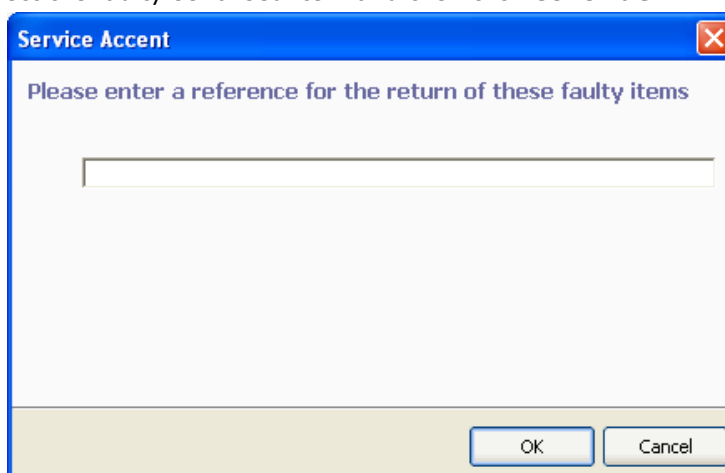
Select

MB100 Pentium Motherbaord

Search serial number:

Serial No	Asset No
MB7843646478	

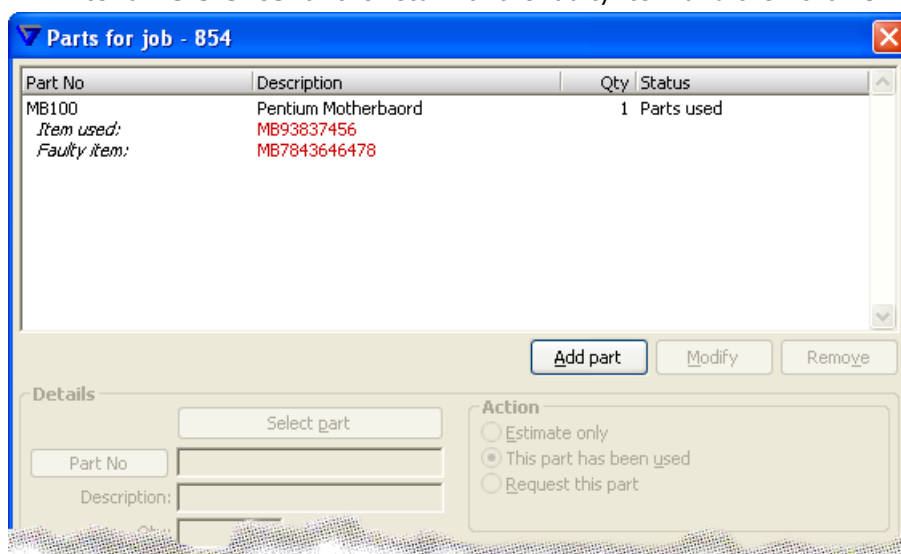
43. Select the faulty serialised item and then click **Continue**.



Service Accent

Please enter a reference for the return of these faulty items

44. Enter a **Reference** for the return of the faulty item and then click **OK**.



Parts for job - 854

Part No	Description	Qty	Status
MB100	Pentium Motherbaord	1	Parts used
<i>Item used:</i> MB93837456 <i>Faulty item:</i> MB7843646478			

Details

Action

☐ Estimate only
☒ This part has been used
☐ Request this part



45. On the **Parts for job** dialogue, the new serialised item fitted will be shown, along with the faulty serialised part that has been removed. When a faulty item is removed, it automatically goes into **Engineer faulty stock** of the engineer assigned to the job. If no engineer is assigned to the job, the faulty part goes back to main faulty stock or to the location that the part was used from.
46. The **Tracking** tab of the inventory item for the faulty serialised item shows the part is in the engineers faulty stock and the returns reference is shown.

Inventory Record - MB748489484 - Pentium Motherbaord

Item Status Contract Warranty Meters Lease Rental Parts Kit Other

Preferences Depreciation & subcontracting **Tracking**

Stock location: Engineer (faulty) stock
Peter Rushworth

Faulty reference: faulty return

Returns reference:

Scrap code:

Transfer this item

Edit
Save
Delete
Close
Notes
History
Letters
Notes
Letters
Customer
Loan item
Faulty
Part
On kit

47. The Stores dialogue now shows that the engineer has this item in their faulty stock

Setup stores - Engineer stores

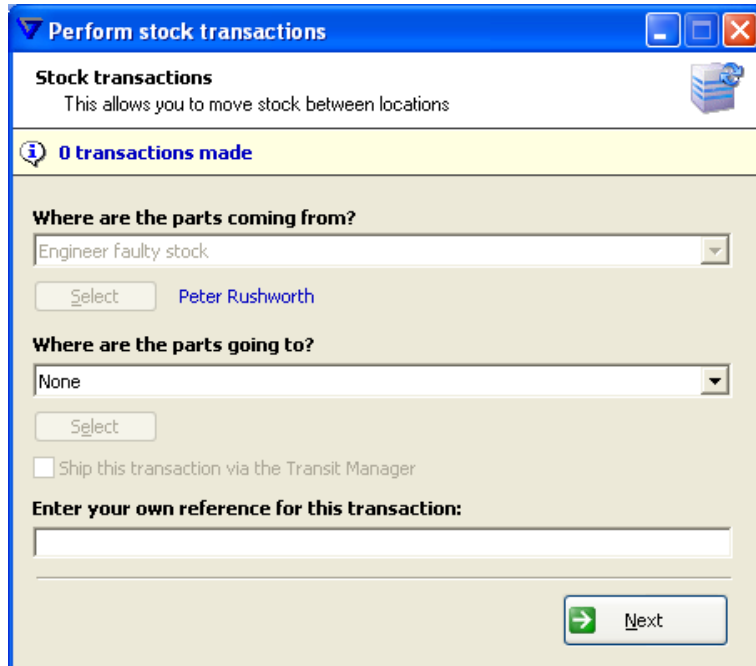
Store	Owner	Source
DAVID MORRIS	DAVID MORRIS	Main stock
DELIVERY VAN	DELIVERY VAN	Main stock
Engineering team A	Engineering team A	Main stock
Engineering team B	Engineering team B	Main stock
IYSEDEN CHRISTIE	IYSEDEN CHRISTIE	Main stock
Jane Smedley	Jane Smedley	Main stock
Jason law	Jason law	Main stock
Peter Rushworth	Peter Rushworth	Main stock
Salesman One	Salesman One	Main stock
SERVICE CO	SERVICE CO	Main stock
Simulator	Simulator	Main stock
Sub-Contractor	Sub-Contractor	Main stock

Create new store Edit this store

Core stock **Store holdings** Replenish

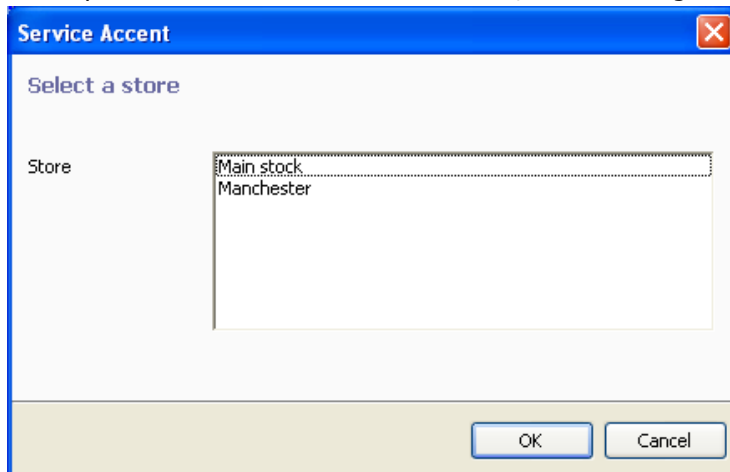
Part No	Description	Good Qty	Faulty Qty	In transit
CCDGIF1T240	CCD chip GIF-1T240	1	0	
DEV-T2	DEVELOPER TYPE 2	58	0	
DRUM-T1	DRUM TYPE 1	1	0	2
GH000700	Side Case Cover		0	1
GS118500	Nozzle for GIF-XP20	4	0	
HD500	500GB Hard disk	5	0	
INT-CC	COPIERCO NETWORK INT...	1	0	
MB100	Pentium Motherbaord	0	1	
NET2001	Network Card	9	0	
S01802000	Rod Lens 1.80mm x 20.00	11	0	
SOFTWARE	FREE SOFTWARE SUPPLI...	3	0	
STLPIDACL30R	Storz lightpost ID ring	1	0	
TONER-BW	BLACK & WHITE TONER	1	0	

48. The next step is to move the faulty item from the engineers faulty stock to main faulty stock. This can be done in one of two ways. Either use **Stock transactions** (See step 48) or use **Stock replenishment** (see step 60).
49. Click the **transfer this item** button.



The 'Perform stock transactions' dialog box has a blue title bar with standard window controls. Below the title bar, the text 'Stock transactions' is followed by 'This allows you to move stock between locations'. A yellow status bar indicates '0 transactions made'. The main area contains two dropdown menus: 'Where are the parts coming from?' (set to 'Engineer faulty stock') and 'Where are the parts going to?' (set to 'None'). Each dropdown has a 'Select' button next to it. Below these is a checkbox for 'Ship this transaction via the Transit Manager' which is unchecked. At the bottom, there is a text field for 'Enter your own reference for this transaction:' and a 'Next' button with a green arrow icon.

50. From the **Where are the parts going to** drop-down list, select **Faulty stock**. If you have more than one main store, the following will appear



The 'Service Accent' dialog box has a blue title bar with a close button. The main area is titled 'Select a store' and contains a list box with the label 'Store'. The list box contains two items: 'Main stock' and 'Manchester'. At the bottom, there are 'OK' and 'Cancel' buttons.

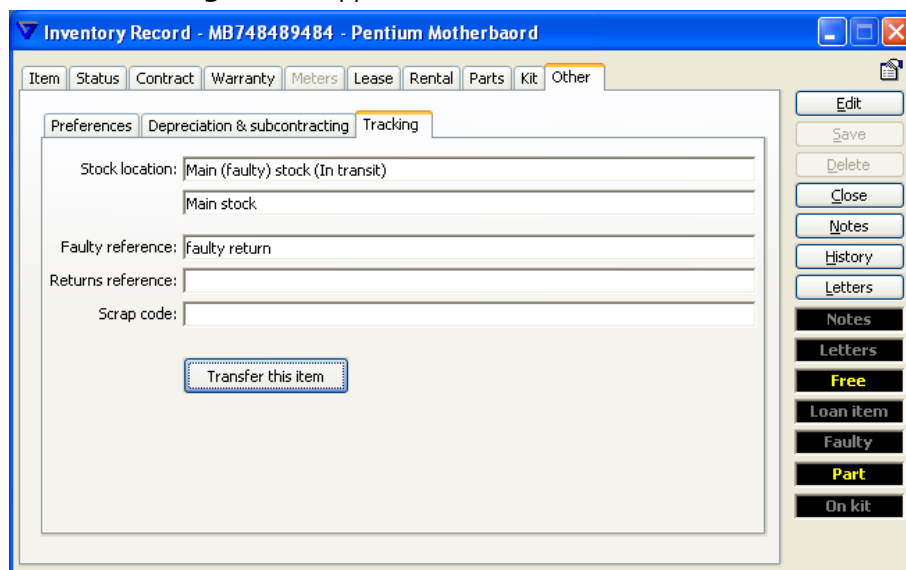
51. Select which store the faulty part is to be returned to and then click **OK**.



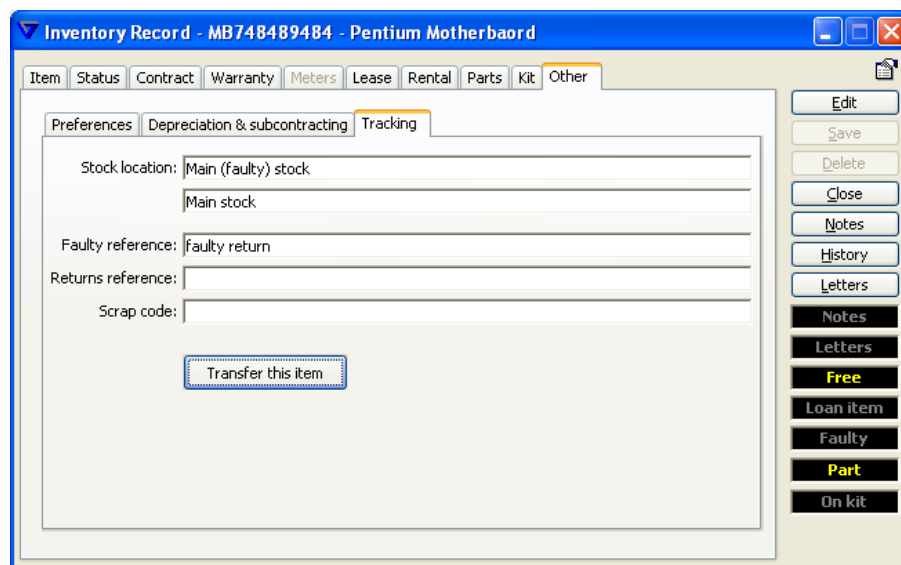
52. If this item is to be shipped via the Transit Manager (see Transit Manager on page 32), enable **Ship this transaction via the Transit Manager**. If this option is not enabled, the stock will immediately update the receiving store.
53. Each time a stock transaction is performed, a unique system reference is created, to add your own reference, enter the reference in the **Enter your own reference for this transaction** box.
54. Click **Next**

55. As the stock transfer has been initiated from the serialised inventory record, you cannot select another part, set the quantity or remove the part. The serialised part number and the serial number are automatically added to the parts to be transferred.
56. Click **Perform transactions**.

57. If **Ship this transaction via the Transit Manager** has been enabled, the **Tracking** tab will appear as follows



58. The part is shown as being in transit to the main faulty stock.
59. You will then need to open the **Transit manager** to receive the part (see Transit Manager on page 32).
60. After the part has been received (either immediately or via the **Transit manager**), the **Tracking** tab appears as follows





61. To move the faulty item using **Stock replenishment**. Please refer to Faulty returns on page 97 for further details on stock replenishments.

Stock replenishments

Select the appropriate option for the type of replenishment you want to perform

Engineer stock

Faulty returns

[Process faulty returns](#)

Part requests

Loan requests

Reordering

Faulty returns - Process faulty returns

Engineers:

Engineer
Peter Rushworth

Parts:

Part No	Description	Faulty
006R01265	CYAN TONER CARTRIDGE...	1
MB100	Pentium Motherbaord	1

Return

Reference: 2008.07.09/ADMIN/00012

Reports

62. Select the item to be moved from the engineers faulty stock
63. If you have more than one main stores set up, the following will be displayed

Service Accent

Select a store

Store

Main stock
Manchester

OK Cancel

64. Select the store that the faulty part is to be returned to and click **OK**.

Select serialised part

Select

MB100 Pentium Motherbaord

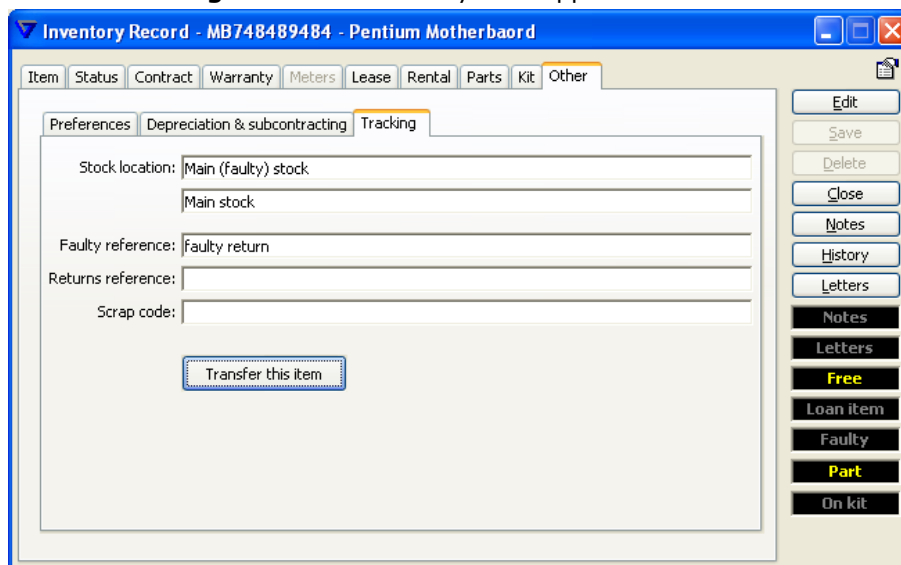
Search serial number:

Serial No	Asset No
MB93837456	

New item Modify Select all Continue

65. Select the serial number of the serialised item to be moved and click **Continue**.

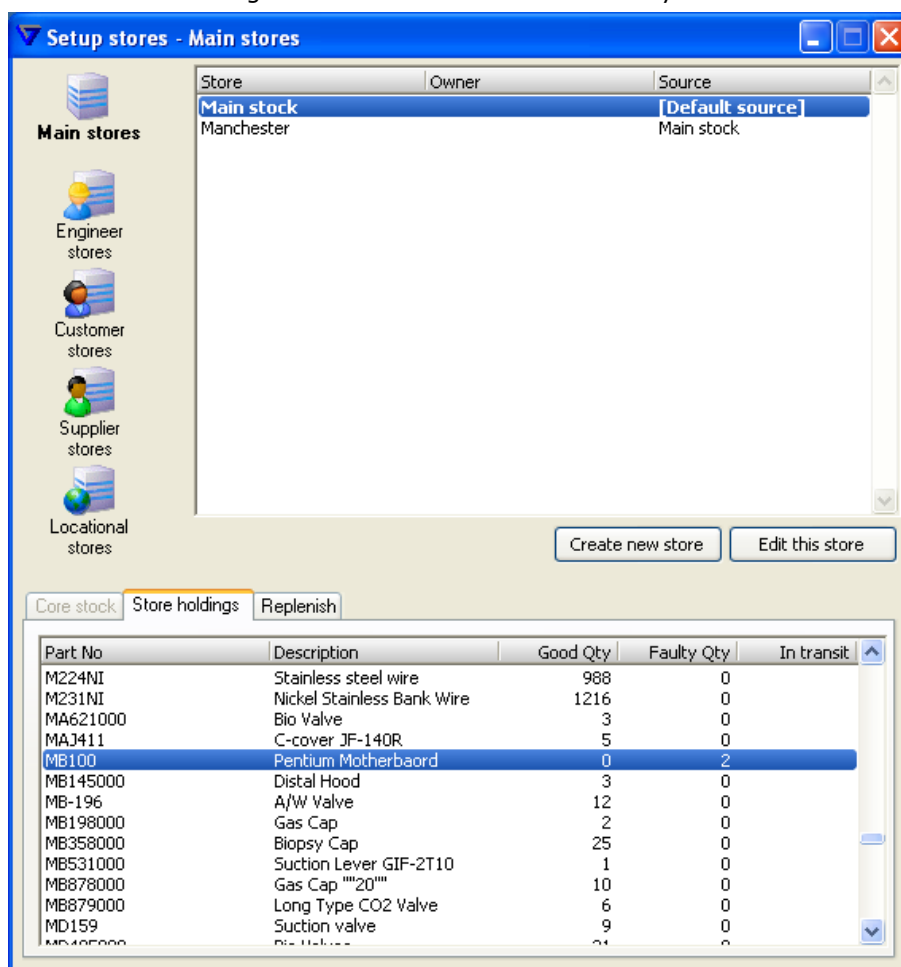
66. The **Tracking** tab of the inventory item appears as follows



The screenshot shows the 'Tracking' tab of the 'Inventory Record' window for item 'MB748489484 - Pentium Motherbaord'. The window has tabs for Item, Status, Contract, Warranty, Meters, Lease, Rental, Parts, Kit, and Other. The 'Tracking' tab is active, showing fields for Stock location (Main (faulty) stock, Main stock), Faulty reference (Faulty return), Returns reference, and Scrap code. A 'Transfer this item' button is at the bottom. On the right, there are buttons for Edit, Save, Delete, Close, Notes, History, Letters, and a vertical stack of buttons: Notes, Letters, Free, Loan item, Faulty, Part, and On kit.

67. The **Stock location** is updated to reflect that the serialised part is Main faulty stock (or in the faulty stock of the store selected).

68. The stores dialogue shows the item is now in faulty stock



The screenshot shows the 'Setup stores - Main stores' window. It has a left sidebar with icons for Main stores, Engineer stores, Customer stores, Supplier stores, and Locational stores. The main area shows a table with columns Store, Owner, and Source. The 'Main stock' store is selected, showing 'Manchester' as the owner and '[Default source]' as the source. Below the table are 'Create new store' and 'Edit this store' buttons. At the bottom, there are tabs for Core stock, Store holdings, and Replenish. The 'Store holdings' tab is active, showing a table of items with columns Part No, Description, Good Qty, Faulty Qty, and In transit.

Part No	Description	Good Qty	Faulty Qty	In transit
M224NI	Stainless steel wire	988	0	
M231NI	Nickel Stainless Bank Wire	1216	0	
MA621000	Bio Valve	3	0	
MAJ411	C-cover JF-140R	5	0	
MB100	Pentium Motherbaord	0	2	
MB145000	Distal Hood	3	0	
MB-196	A/W Valve	12	0	
MB198000	Gas Cap	2	0	
MB358000	Biopsy Cap	25	0	
MB531000	Suction Lever GIF-2T10	1	0	
MB878000	Gas Cap ""20""	10	0	
MB879000	Long Type CO2 Valve	6	0	
MD159	Suction valve	9	0	



69. If the item can be repaired, it needs to be repaired and then, using **Stock transactions**, be moved from faulty stock to main stock (or to another main store). If the item cannot be repaired or is not economically viable to repair, it needs to be scrapped.

70. From the Inventory **Tracking** tab, click **Transfer this item**.

Perform stock transactions

Stock transactions
This allows you to move stock between locations

0 transactions made

Where are the parts coming from?
Faulty stock
Select Main stock

Where are the parts going to?
None
Select

☐ Ship this transaction via the Transit Manager

Enter your own reference for this transaction:
[Empty text box]

Next

71. The source (**Where are the parts coming from**) for the transaction is set as **Faulty stock** and cannot be changed.

72. In the target (**Where are the parts going to**), select **Scrapped stock**.

Perform stock transactions

Stock transactions
This allows you to move stock between locations

0 transactions made

Where are the parts coming from?
Faulty stock
Select Main stock

Where are the parts going to?
Scrapped stock
Select

☐ Ship this transaction via the Transit Manager

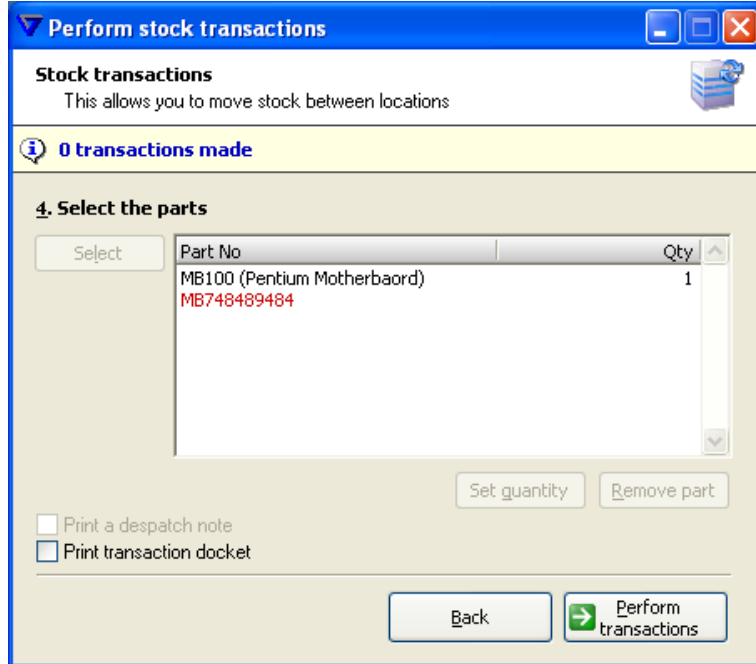
Enter your own reference for this transaction:
[Empty text box]

Next

73. **Ship this transaction via the Transit Manager** is disabled as scrapped stock cannot be shipped via the transit manager.

74. Each time a stock transaction is performed, a unique system reference is created, to add your own reference, enter the reference in the **Enter your own reference for this transaction** box.

75. Click **Next** and the following is displayed



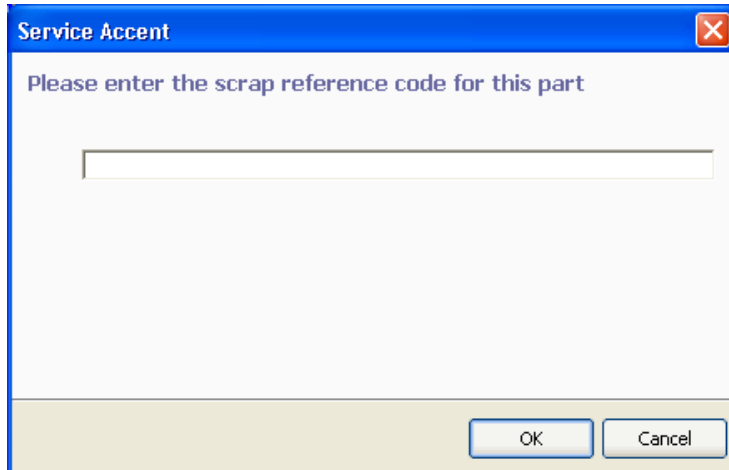
The dialog box titled "Perform stock transactions" has a subtitle "Stock transactions" and a description "This allows you to move stock between locations". It shows "0 transactions made". The main section is "4. Select the parts" with a "Select" button. A table lists parts with columns "Part No" and "Qty". The table contains one row: "MB100 (Pentium Motherbaord)" with a quantity of "1". Below the table, there are checkboxes for "Print a despatch note" and "Print transaction docket", and buttons for "Set quantity", "Remove part", "Back", and "Perform transactions".

Part No	Qty
MB100 (Pentium Motherbaord)	1

76. As the stock transfer has been initiated from the serialised inventory record, you cannot select another part, set the quantity or remove the part. The serialised part number and the serial number are automatically added to the parts to be transferred.

77. Click **Perform transactions**.

78. You will be prompted to enter a **Scrap reference code** for this item.



The dialog box titled "Service Accent" prompts the user to "Please enter the scrap reference code for this part". It features a text input field and "OK" and "Cancel" buttons at the bottom.

79. Click **OK**

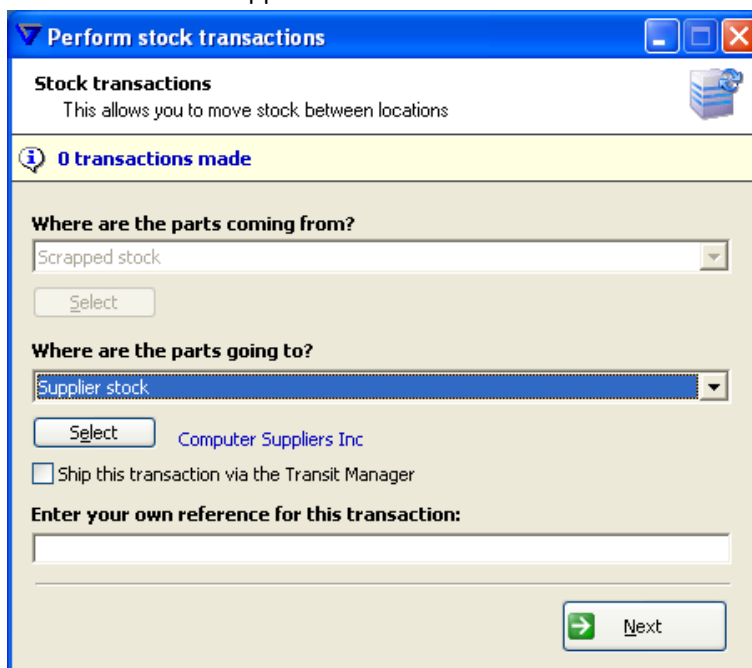


80. Close the stock transaction dialogue and the **Tracking** tab of the inventory item appears as follows

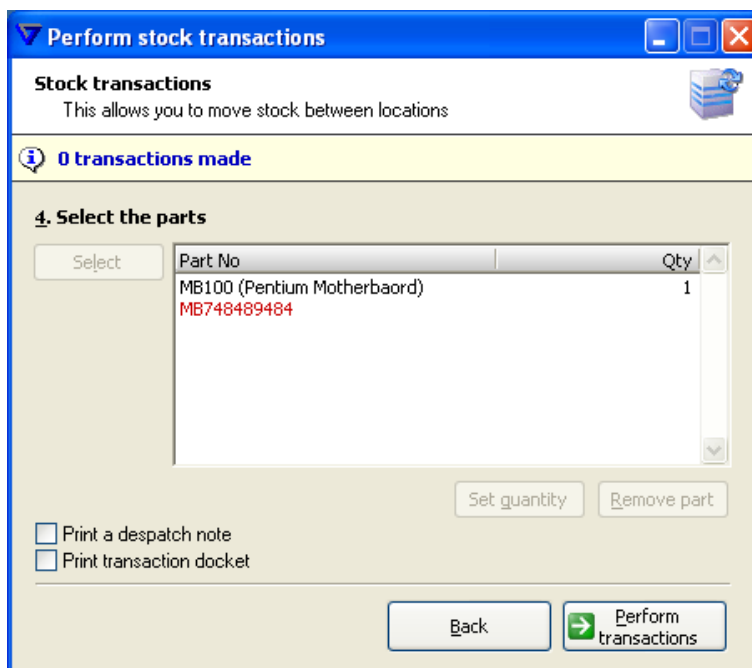
81. The **Stock location** is updated to reflect that the serialised part is scrapped.
82. This serialised item cannot be used again.
83. If the scrapped serialised part is to be returned to the supplier, you will need to perform a **Stock transaction** to move the serialised part from scrapped to supplier.
84. From the Inventory **Tracking** tab, click **Transfer this item**.

85. The source (**Where are the parts coming from**) for the transaction is set as **Scrapped stock** and cannot be changed.

86. In the target (**Where are the parts going to**), select **Supplier stock** and then select the supplier.



87. If this item is to be shipped via the transit Manager (see Transit Manager on page 32), enable **Ship this transaction via the Transit Manager**. If this option is not enabled, the stock will immediately update the receiving store.
88. Each time a stock transaction is performed, a unique system reference is created, to add your own reference, enter the reference in the **Enter your own reference for this transaction** box.
89. Click **Next**



90. As the stock transfer has been initiated from the serialised inventory record, you cannot select another part, set the quantity or remove the part. The serialised part number and the serial number are automatically added to the parts to be transferred.
91. Click **Perform transactions**.



92. You will be prompted to enter a **Supplier returns reference code** for this item.

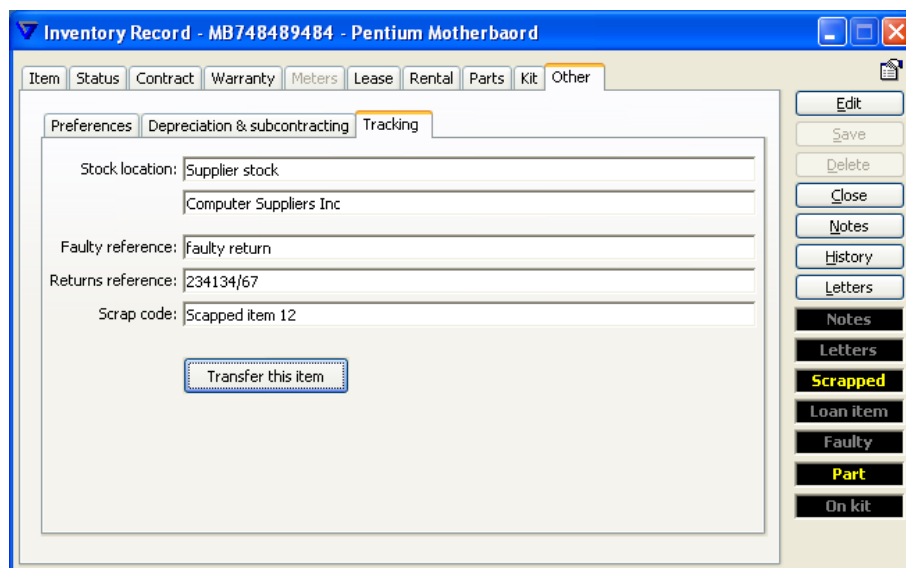
A dialog box titled "Service Accent" with a close button (X) in the top right corner. The text inside says "Please enter the supplier's returns reference for this part". Below the text is a large empty text input field. At the bottom right are "OK" and "Cancel" buttons.

93. If **Ship this transaction via the Transit Manager** has been enabled, the **Tracking** tab will appear as follows

A screenshot of the "Inventory Record - MB748489484 - Pentium Motherbaord" window. The window has a menu bar with "Item", "Status", "Contract", "Warranty", "Meters", "Lease", "Rental", "Parts", "Kit", and "Other". Below the menu bar are tabs for "Preferences", "Depreciation & subcontracting", and "Tracking". The "Tracking" tab is selected. It contains several text input fields: "Stock location:" with "Supplier stock (In transit)" and "Computer Suppliers Inc" below it; "Faulty reference:" with "faulty return"; "Returns reference:" with "234134/67"; and "Scrap code:" with "Scapped item 12". Below these fields is a "Transfer this item" button. On the right side of the window is a vertical toolbar with buttons: "Edit", "Save", "Delete", "Close", "Notes", "History", "Letters", "Notes", "Letters", "Scrapped", "Loan item", "Faulty", "Part", and "On kit".

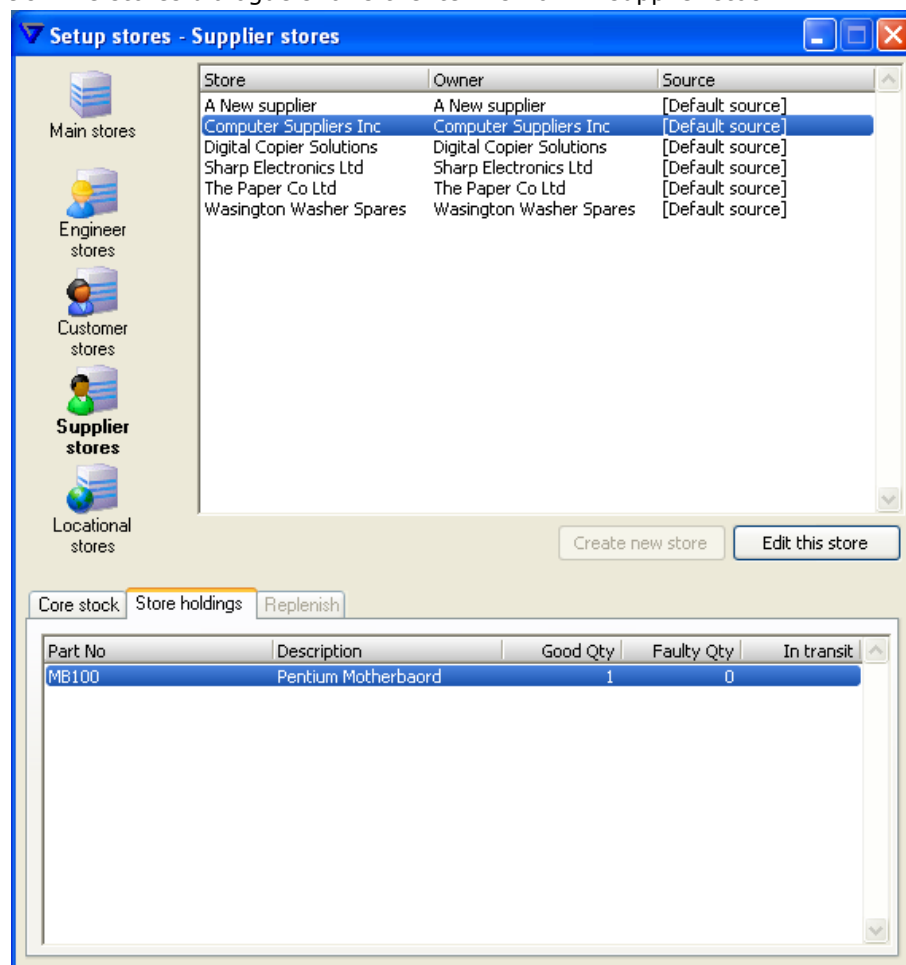
94. The part is shown as being in transit to the supplier stock.
95. You will then need to open the **Transit manager** to receive the part (see Transit Manager on page 32).

96. After the part has been received (either immediately or via the **Transit manager**), the **Tracking** tab appears as follows



97. The **Stock location** is updated to reflect that the serialised part is in supplier stock and the supplier name and returns reference is shown.

98. The stores dialogue shows the item is now in supplier stock



Store	Owner	Source
A New supplier	A New supplier	[Default source]
Computer Suppliers Inc	Computer Suppliers Inc	[Default source]
Digital Copier Solutions	Digital Copier Solutions	[Default source]
Sharp Electronics Ltd	Sharp Electronics Ltd	[Default source]
The Paper Co Ltd	The Paper Co Ltd	[Default source]
Wasington Washer Spares	Wasington Washer Spares	[Default source]

Part No	Description	Good Qty	Faulty Qty	In transit
MB100	Pentium Motherbaord	1	0	

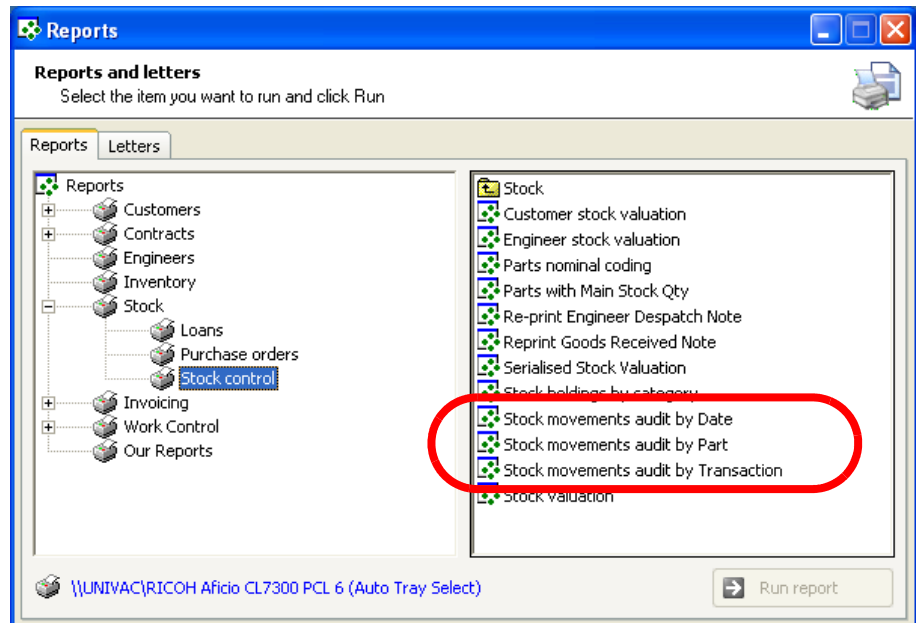
Printing stock audit reports

Whenever there is any movement activity against a serialised item, the stock audit is updated. There are 3 standard stock audit reports available within Service Accent, these are:-



- Stock movements audit by date
- Stock movements audit by part
- Stock movements audit by transaction

These reports are obtained by clicking **Reports** from the Service Accent button bar, under **Stock**, double click **Stock control**



1. Select the report to run. For this example we will use Stock movement audit by part. The following is displayed

Stock movements audit by Part wizard - Step 1 of 3

Enter any parameters below
These parameters allow you to filter the data that appears in the report

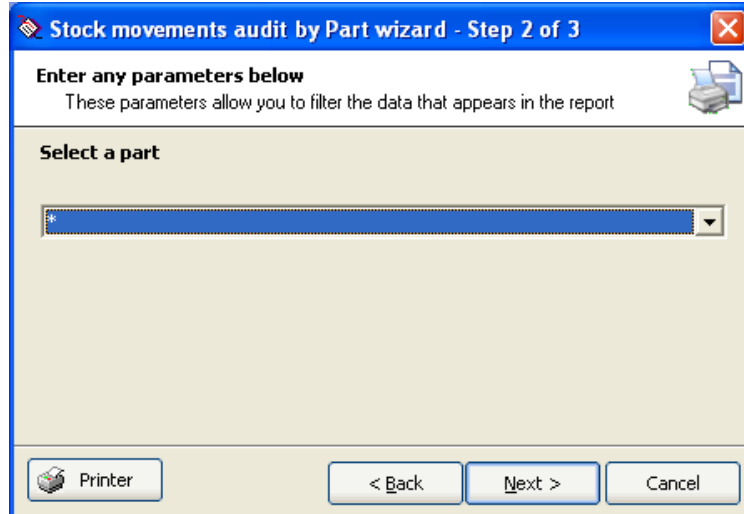
Enter the period to include

From:
01/07/2008

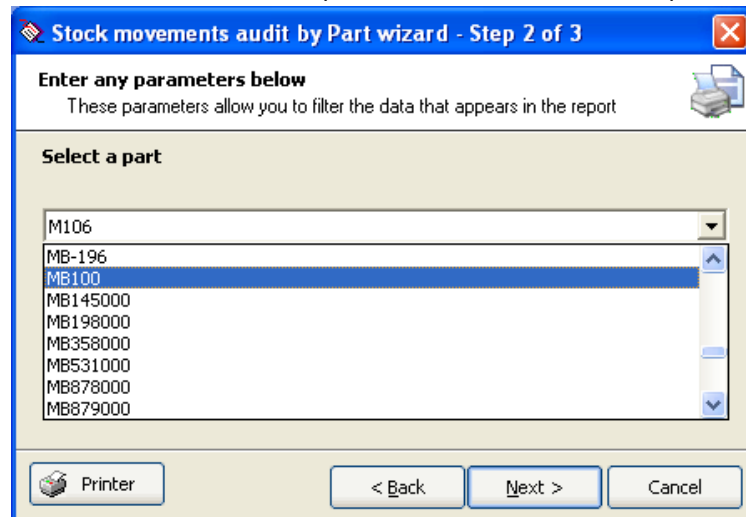
to:
09/07/2008

Printer < Back Next > Cancel

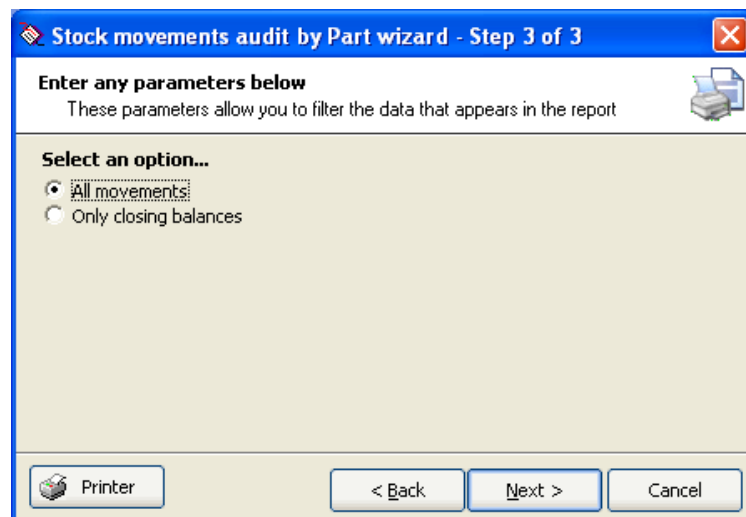
2. Enter the **Period** to include and then click **Next**



3. Select the **Part** from the drop-down list. In this case the part is MB100

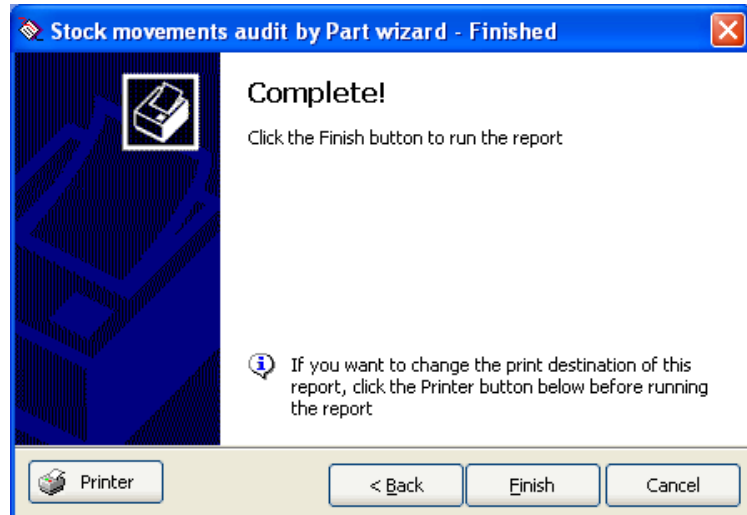


4. Click **Next**





5. Select **All movements** and then click **Next**



6. Click **Finish** and the following report will be displayed

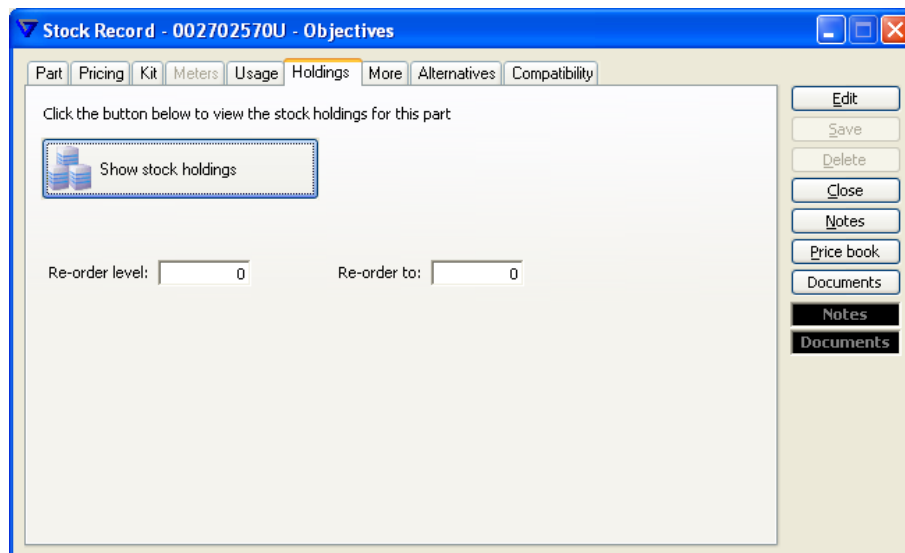
Stock Movements Audit, for the period 01/11/2008 to 06/11/2008				06 Nov 2008
Part No	Description	Qty	Details	Transaction
MB 199	Pentium Motherboard			
Data 06/11/2008				
Movement				
Purchase order level adjustment		+1	Pointer No: P000081	2008.11.05/ADMIN/00012
Purchase order level adjustment		-1	Pointer No: P000091	2000.11.05/ADMIN/00012
			Serial No: MB92837456	
			Reference: 34669	
From supplier stock		-1	Pointer No: P000081	2008.11.05/ADMIN/00013
			Supplier: Computer Supplies Inc.	
			Serial No: MB92837456	
To main stock		+1	Serial No: MB92837456	2000.11.05/ADMIN/00013
From main stock		-1	Serial No: MB92837456	2000.11.05/ADMIN/00014
To locational stock (in transit)		+1	Location: Peter Rushworth	2008.11.05/ADMIN/00014
			Serial No: MB92837456	
To locational stock (in transit)		-1	Location: Peter Rushworth	2008.11.05/ADMIN/00015
			Serial No: MB92837456	
To locational stock		+1	Location: Peter Rushworth	2000.11.05/ADMIN/00015
			Serial No: MB92837456	
From locational stock		-1	Location: Peter Rushworth	2008.11.05/ADMIN/00016
			Job Name: 054 Service Point Ltd	
			Serial No: MB92837456	
To customer stock		+1	Job Name: 054 Service Point Ltd	2008.11.05/ADMIN/00017
			Customer: Service Point Ltd (Ware)	
			Serial No: MB92837456	
From customer stock		-1	Customer: Service Point Ltd (Ware)	2008.11.05/ADMIN/00018
			Serial No: MB92837456	
			Reference: faulty return	
To faulty stock (main)		+1	Serial No: MB92837456	2000.11.05/ADMIN/00019
			Reference: faulty return	
From faulty stock (main)		-1	Serial No: MB92837456	2000.11.05/ADMIN/00019
To customer stock		+1	Customer: Service Point Ltd (Ware)	2008.11.05/ADMIN/00019
			Serial No: MB92837456	
From customer stock		-1	Customer: Service Point Ltd (Ware)	2008.11.05/ADMIN/00020
			Serial No: MB92837456	
			Reference: Faulty returns	
To faulty stock (main) (in transit)		+1	Serial No: MB92837456	2000.11.05/ADMIN/00020
			Reference: Faulty returns	
To faulty stock (main) (in transit)		-1	Serial No: MB92837456	2000.11.05/ADMIN/00021
			Reference: Faulty returns	
To faulty stock (main)		+1	Serial No: MB92837456	2000.11.05/ADMIN/00021
			Reference: Faulty returns	

7. Print the report, if required.

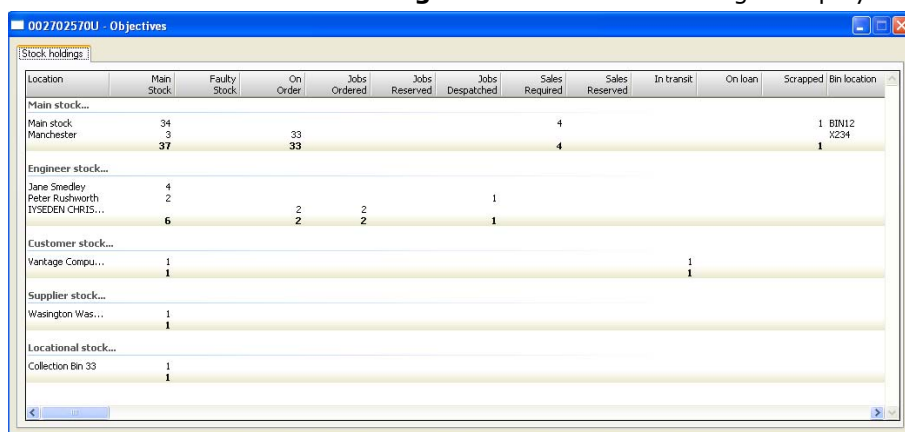
Stock Holdings Tab

The stock holdings tab shows details of all the physical holdings, reserved for jobs or sales, despatches, faulty, scrapped, in transit and loan items.

1. Select the **Holdings** tab. The holding tab appears.



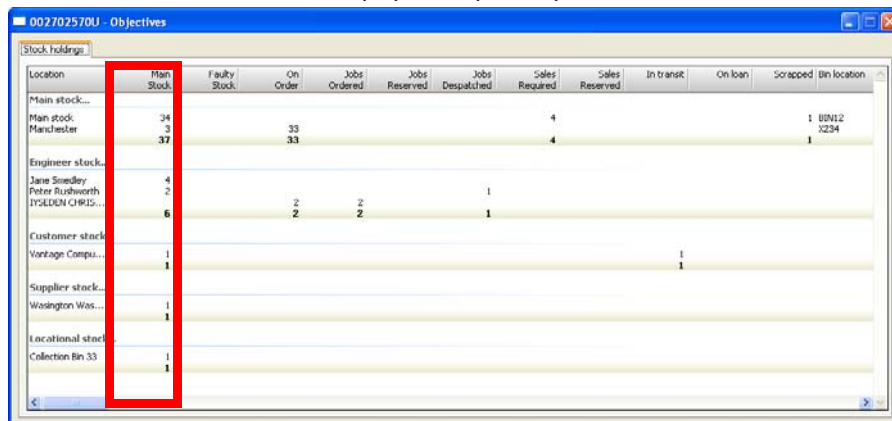
2. Click the **Show stock holdings** button and the following is displayed



Location	Main Stock	Faulty Stock	On Order	Jobs Ordered	Jobs Reserved	Jobs Despatched	Sales Required	Sales Reserved	In transit	On loan	Scrapped	Bin location
Main stock...												
Main stock	34						4					1 BIN12
Manchester	3		33									1234
	37		33				4					1
Engineer stock...												
Jane Smedley	4											
Peter Rushworth	2						1					
TYSEDEN CHRIS...	6		2	2		1						
Customer stock...												
Vantage Compu...	1								1			
	1								1			
Supplier stock...												
Washington Was...	1											
	1											
Locational stock...												
Collection Bin 33	1											
	1											

3. The holdings dialogue shows the following details

Main stock - This shows the physical quantity in stock.



Location	Main Stock	Faulty Stock	On Order	Jobs Ordered	Jobs Reserved	Jobs Despatched	Sales Required	Sales Reserved	In transit	On loan	Scrapped	Bin location
Main stock...												
Main stock	34						4					1 BIN12
Manchester	3		33									1234
	37		33				4					1
Engineer stock...												
Jane Smedley	4											
Peter Rushworth	2						1					
TYSEDEN CHRIS...	6		2	2		1						
Customer stock...												
Vantage Compu...	1								1			
	1								1			
Supplier stock...												
Washington Was...	1											
	1											
Locational stock...												
Collection Bin 33	1											
	1											



Faulty stock - This shows the physical quantity in faulty stock

002702570U - Objectives

Stock holdings

Location	Main Stock	Faulty Stock	On Order	Jobs Ordered	Jobs Reserved	Jobs Dispatched	Sales Required	Sales Reserved	In transit	On loan	Scrapped	Bin location
Main stock...												
Main stock Manchester	34		33				4					1 BIN12
	3		33				4					X234
	37										1	
Engineer stock...												
Jane Smedley	4					1						
Peter Rushworth	2		2	2								
TYSEDEN CHRIS...	6		2	2		1						
Customer stock...												
Vantage Compu...	1								1			
	1											
Supplier stock...												
Washington Was...	1											
	1											
Locational stock...												
Collection Bin 33	1											
	1											

On Order - This shows the quantity of stock on order.

002702570U - Objectives

Stock holdings

Location	Main Stock	Faulty Stock	On Order	Jobs Ordered	Jobs Reserved	Jobs Dispatched	Sales Required	Sales Reserved	In transit	On loan	Scrapped	Bin location
Main stock...												
Main stock Manchester	34		33				4					1 BIN12
	3		33				4					X234
	37										1	
Engineer stock...												
Jane Smedley	4					1						
Peter Rushworth	2		2	2								
TYSEDEN CHRIS...	6		2	2		1						
Customer stock...												
Vantage Compu...	1								1			
	1											
Supplier stock...												
Washington Was...	1											
	1											
Locational stock...												
Collection Bin 33	1											
	1											

Jobs Ordered - This shows the quantity of stock order for jobs.

002702570U - Objectives

Stock holdings

Location	Main Stock	Faulty Stock	On Order	Jobs Ordered	Jobs Reserved	Jobs Dispatched	Sales Required	Sales Reserved	In transit	On loan	Scrapped	Bin location
Main stock...												
Main stock Manchester	34		33				4					1 BIN12
	3		33				4					X234
	37										1	
Engineer stock...												
Jane Smedley	4					1						
Peter Rushworth	2		2	2								
TYSEDEN CHRIS...	6		2	2		1						
Customer stock...												
Vantage Compu...	1								1			
	1											
Supplier stock...												
Washington Was...	1											
	1											
Locational stock...												
Collection Bin 33	1											
	1											

Jobs Reserved - This shows the quantity of stock reserved for jobs.

002702570U - Objectives

Stock holdings

Location	Main Stock	Faulty Stock	On Order	Jobs Ordered	Jobs Reserved	Jobs Dispatched	Sales Required	Sales Reserved	In transit	On loan	Scrapped	Bin location
Main stock...												
Main stock Manchester	34		33				4					1 BIN12
	3		33				4					X234
	37										1	
Engineer stock...												
Jane Smedley	4					1						
Peter Rushworth	2		2	2								
TYSEDEN CHRIS...	6		2	2		1						
Customer stock...												
Vantage Compu...	1								1			
	1											
Supplier stock...												
Washington Was...	1											
	1											
Locational stock...												
Collection Bin 33	1											
	1											



Jobs Despatched - This shows the quantity of stock despatched against jobs.

002702570U - Objectives

Location	Main Stock	Faulty Stock	On Order	Jobs Ordered	Jobs Reserved	Jobs Despatched	Sales Required	Sales Reserved	In transit	On loan	Scrapped	Bin location
Main stock...												
Main stock	34						4					1 BIN12
Manchester	3		33									X234
	37		33				4				1	
Engineer stock...												
Jane Snedley	4					1						
Peter Rushworth	2											
TYSEDEN CHRIS...	6		2	2	2	1						
Customer stock...												
Vantage Compu...	1								1			
	1								1			
Supplier stock...												
Washington Was...	1											
	1											
Locational stock...												
Collection Bin 33	1											
	1											

Sales Required - This shows the quantity of stock required for sales orders.

002702570U - Objectives

Location	Main Stock	Faulty Stock	On Order	Jobs Ordered	Jobs Reserved	Jobs Despatched	Sales Required	Sales Reserved	In transit	On loan	Scrapped	Bin location
Main stock...												
Main stock	34						4					1 BIN12
Manchester	3		33									X234
	37		33				4				1	
Engineer stock...												
Jane Snedley	4											
Peter Rushworth	2											
TYSEDEN CHRIS...	6		2	2	2							
Customer stock...												
Vantage Compu...	1								1			
	1								1			
Supplier stock...												
Washington Was...	1											
	1											
Locational stock...												
Collection Bin 33	1											
	1											

Sales Reserved - This shows the quantity of stock reserved against sales orders.

002702570U - Objectives

Location	Main Stock	Faulty Stock	On Order	Jobs Ordered	Jobs Reserved	Jobs Despatched	Sales Required	Sales Reserved	In transit	On loan	Scrapped	Bin location
Main stock...												
Main stock	34											1 BIN12
Manchester	3		33									X234
	37		33								1	
Engineer stock...												
Jane Snedley	4					1						
Peter Rushworth	2											
TYSEDEN CHRIS...	6		2	2	2	1						
Customer stock...												
Vantage Compu...	1								1			
	1								1			
Supplier stock...												
Washington Was...	1											
	1											
Locational stock...												
Collection Bin 33	1											
	1											



In transit - This shows the quantity of stock currently in transit

002702570U - Objectives

Stock holdings

Location	Main Stock	Faulty Stock	On Order	Jobs Ordered	Jobs Reserved	Jobs Despatched	Sales Required	Sales Reserved	In transit	On loan	Scrapped	Bin location
Main stock...												
Main stock Manchester	34						4					1 BIN12
	3		33									X234
	37		33				4				1	
Engineer stock...												
Jane Smedley	4											
Peter Rushworth	2					1						
TYSEDEN CHRIS...	6		2	2		1						
Customer stock...												
Vantage Compu...	1											
	1											
Supplier stock...												
Washington Was...	1											
	1											
Locational stock...												
Collection Bin 33	1											
	1											

On Loan - This shows the quantity of stock out on loan.

002702570U - Objectives

Stock holdings

Location	Main Stock	Faulty Stock	On Order	Jobs Ordered	Jobs Reserved	Jobs Despatched	Sales Required	Sales Reserved	In transit	On loan	Scrapped	Bin location
Main stock...												
Main stock Manchester	34						4					1 BIN12
	3		33									X234
	37		33				4				1	
Engineer stock...												
Jane Smedley	4											
Peter Rushworth	2					1						
TYSEDEN CHRIS...	6		2	2		1						
Customer stock...												
Vantage Compu...	1											
	1											
Supplier stock...												
Washington Was...	1											
	1											
Locational stock...												
Collection Bin 33	1											
	1											

Scrapped - This shows the quantity in scrapped stock.

002702570U - Objectives

Stock holdings

Location	Main Stock	Faulty Stock	On Order	Jobs Ordered	Jobs Reserved	Jobs Despatched	Sales Required	Sales Reserved	In transit	On loan	Scrapped	Bin location
Main stock...												
Main stock Manchester	34						4					1 BIN12
	3		33									X234
	37		33				4				1	
Engineer stock...												
Jane Smedley	4											
Peter Rushworth	2					1						
TYSEDEN CHRIS...	6		2	2		1						
Customer stock...												
Vantage Compu...	1											
	1											
Supplier stock...												
Washington Was...	1											
	1											
Locational stock...												
Collection Bin 33	1											
	1											

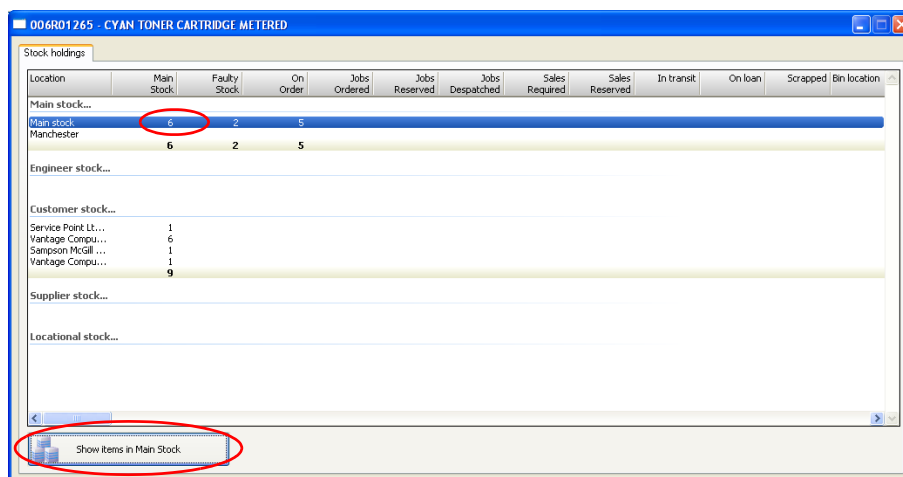
Bin Location - This shows the actual bin location of the part.

002702570U - Objectives

Stock holdings

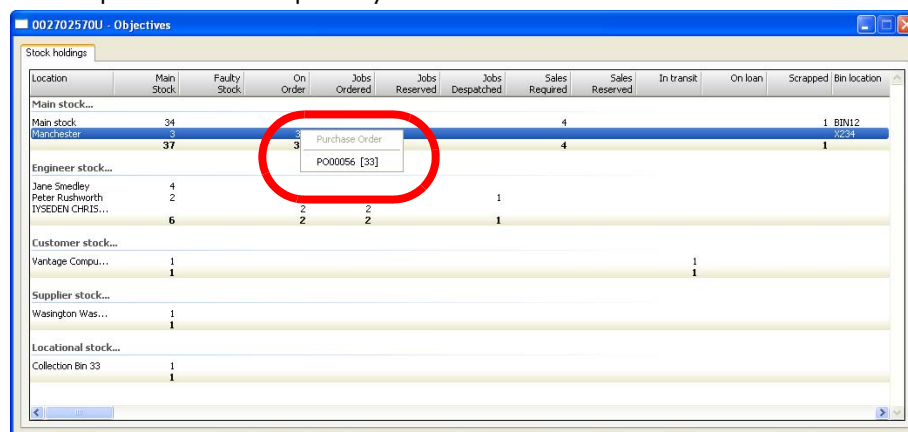
Location	Main Stock	Faulty Stock	On Order	Jobs Ordered	Jobs Reserved	Jobs Despatched	Sales Required	Sales Reserved	In transit	On loan	Scrapped	Bin location
Main stock...												
Main stock Manchester	34						4					1 BIN12
	3		33									X234
	37		33				4				1	
Engineer stock...												
Jane Smedley	4											
Peter Rushworth	2					1						
TYSEDEN CHRIS...	6		2	2		1						
Customer stock...												
Vantage Compu...	1											
	1											
Supplier stock...												
Washington Was...	1											
	1											
Locational stock...												
Collection Bin 33	1											
	1											

If the part is a serialised part, when the **quantity** field is clicked, the **Show items in this location** button is activated.



Click this button to see details of all the serialised items in this stock location with serial numbers.

Right-clicking on any of the location quantities will allow you to drill down and see further details. For example, if you right click on the **On order** quantity against the Manchester store, a list of the purchase orders that make up this on order quantity is shown



Click on the applicable purchase order and the purchase order dialogue for that order is displayed

Re-order level and Re-order to fields

A part can have a **re-order level** and when that level is reached (or falls below), a recommended **re-order to** quantity can be specified. The **re-ordering** routine (see Reordering on page 139) checks each part that has a reorder level and then automatically reorders up to the quantity specified in the reorder to quantity. For example, the **re-order level** is 8 and the **re-order to** is 10. The current quantity in stock is 7, so the **re-ordering** routine will order 3 (as the physical stock is less than the re-order level). Re-order to quantity - the current physical stock (10 - 7 = 3).

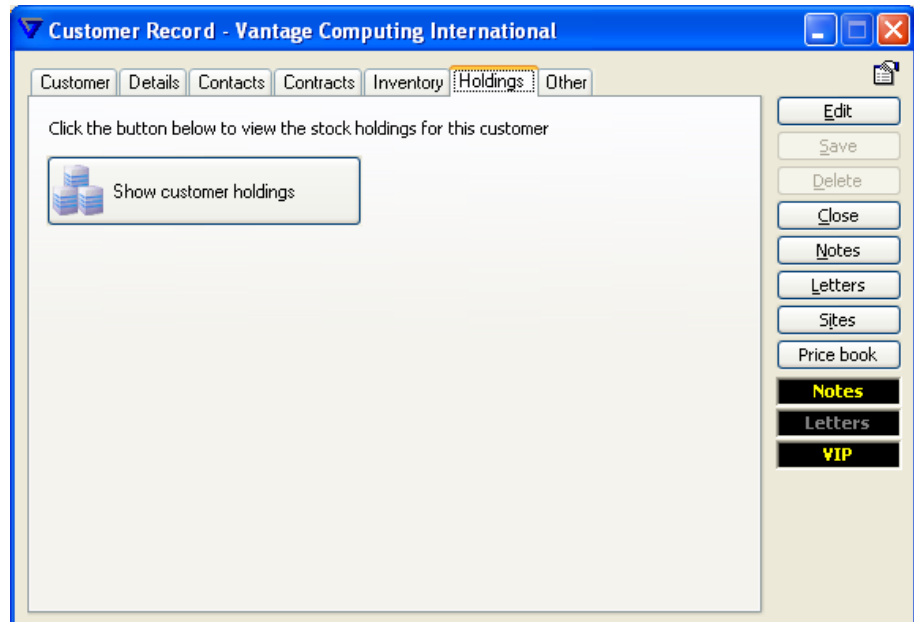


Customer Holdings Tab

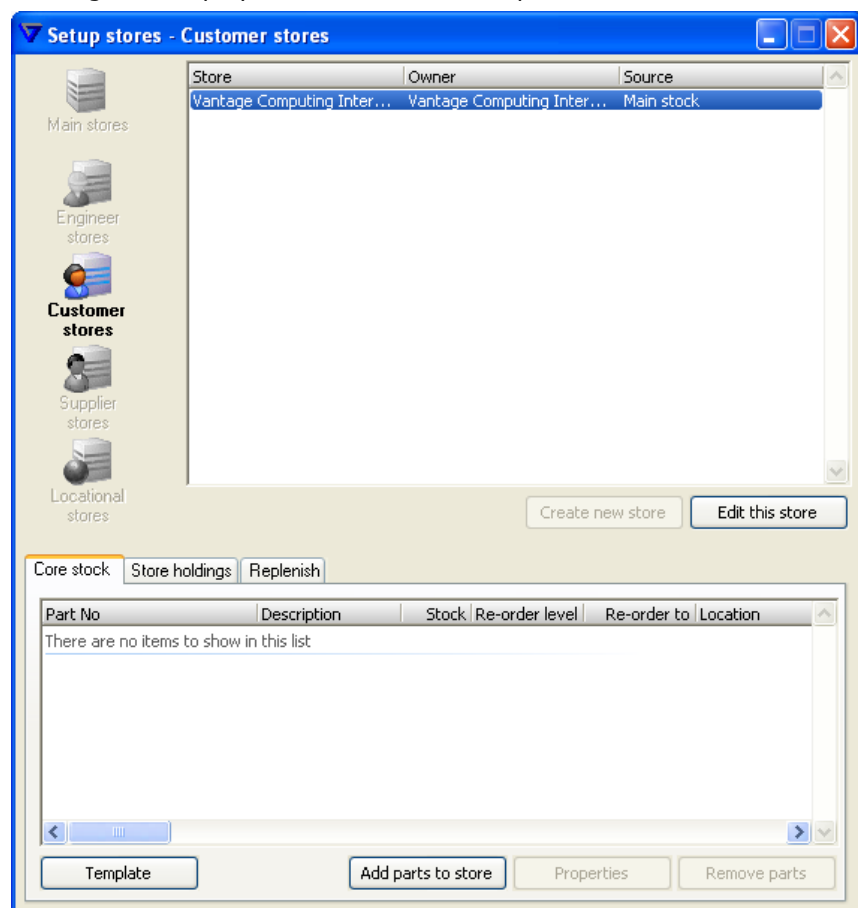
The customer holdings tab shows details of all the physical holdings (good stock) and the faulty stock that a customer has.

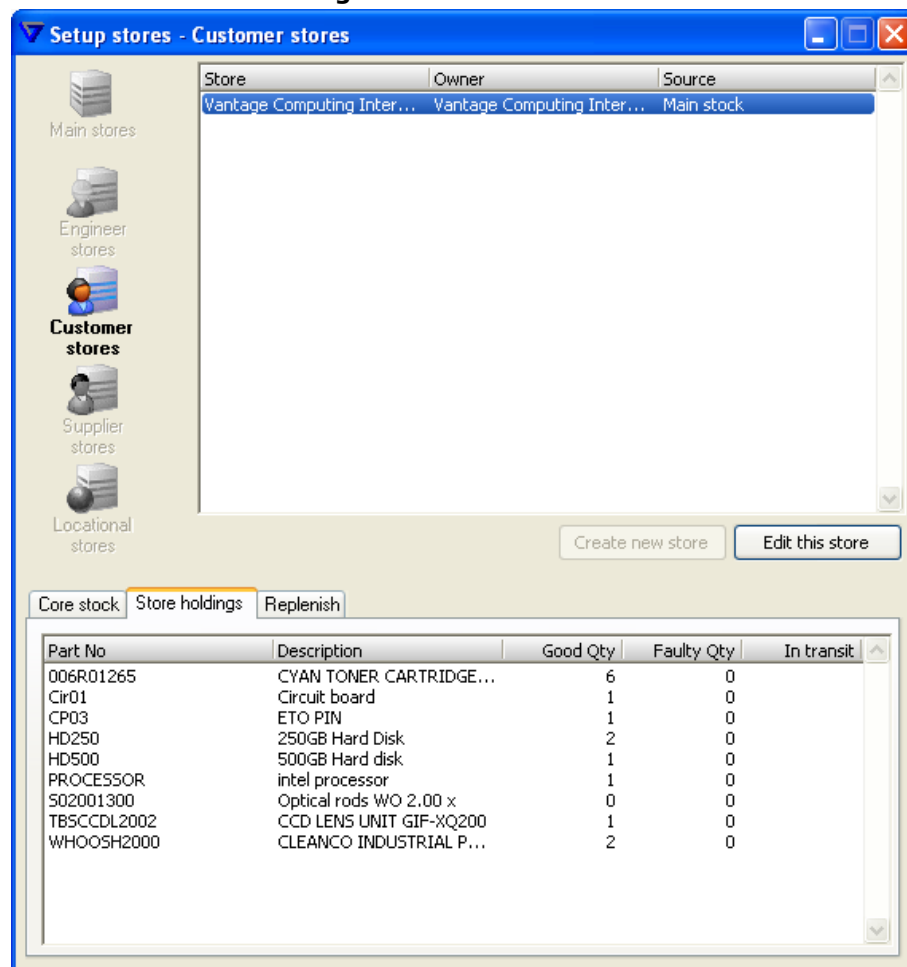
Viewing holdings through the customer record

1. Select the **Holdings** tab. The holding tab appears.



2. Click the **Show customer holdings** button and the **Customer stores** dialogue is displayed with the customer preselected.



3. Click the **Store holdings** tab

4. The store holdings tab shows the following details

Good stock - the total quantity of good stock held at the customers location.

Faulty stock - the total quantity of faulty stock held at the customers location.

In transit - the total quantity of stock currently in transit to this store

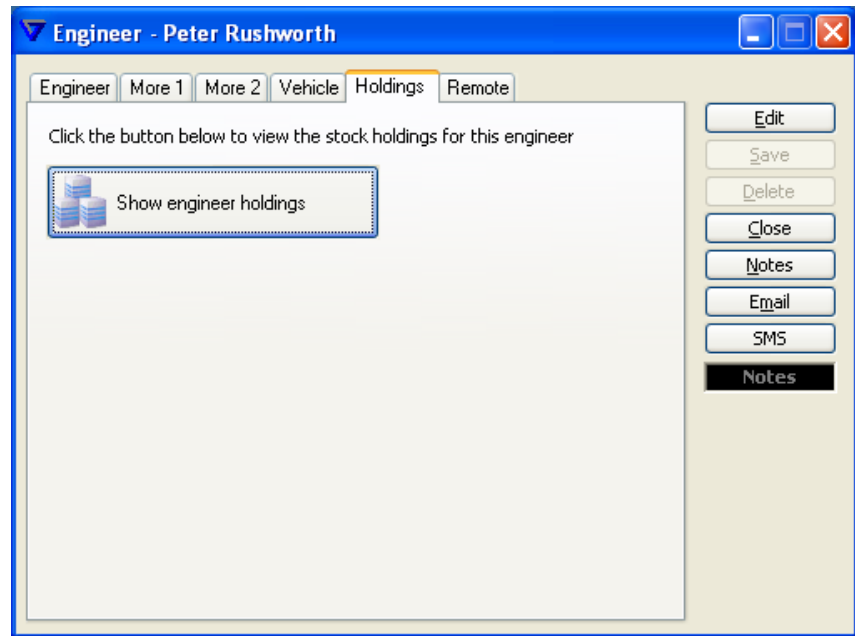


Engineer Holdings Tab

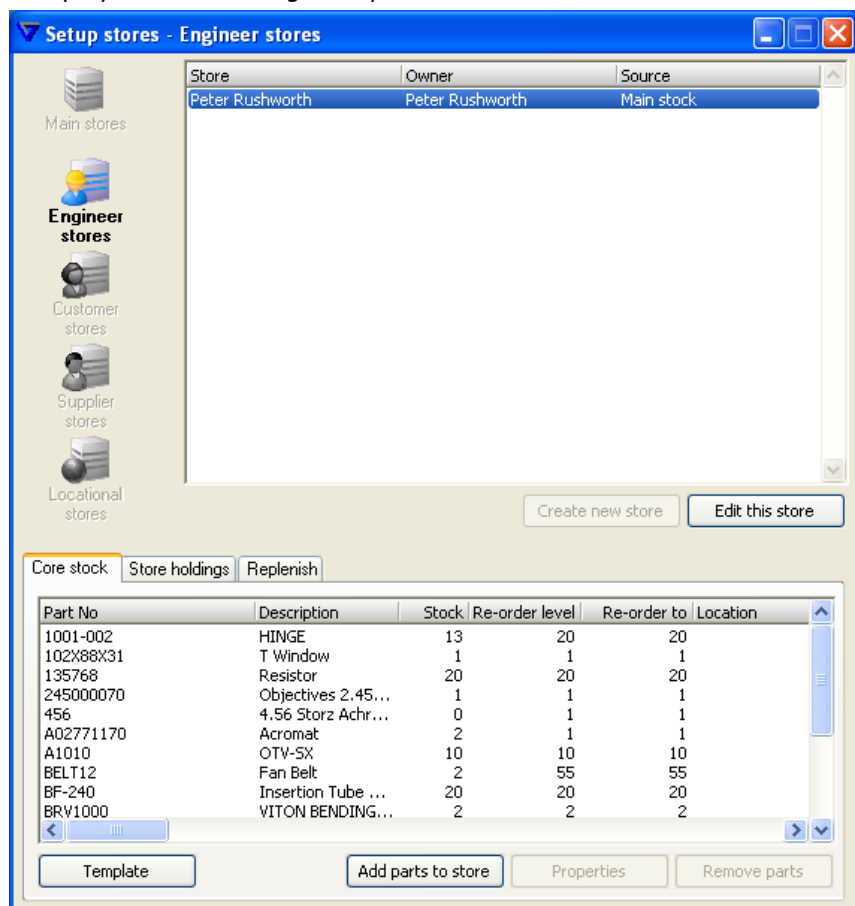
The engineer holdings tab shows details of all car kits, the physical holdings (good stock), the faulty stock and any stock in transit.

Viewing engineer holdings

1. Select the **Holdings** tab. The holding tab appears.



2. Click the **Show engineer holdings** button and the stores dialogue is displayed with the engineer preselected.

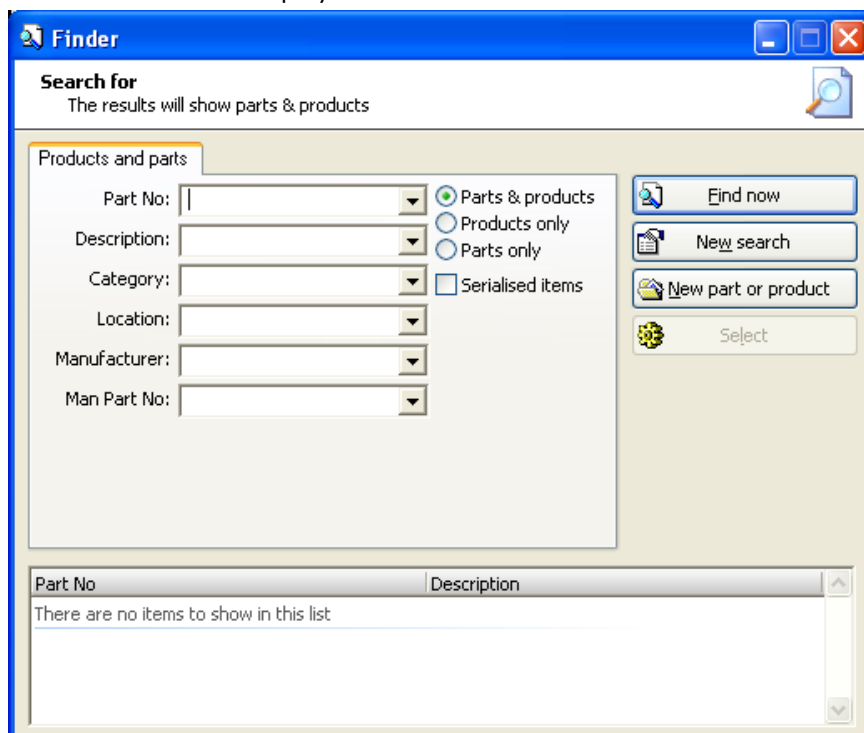


The **Core stock** tab shows the stock items the engineer's have in their car kit. The Core stock tab contains these headings,

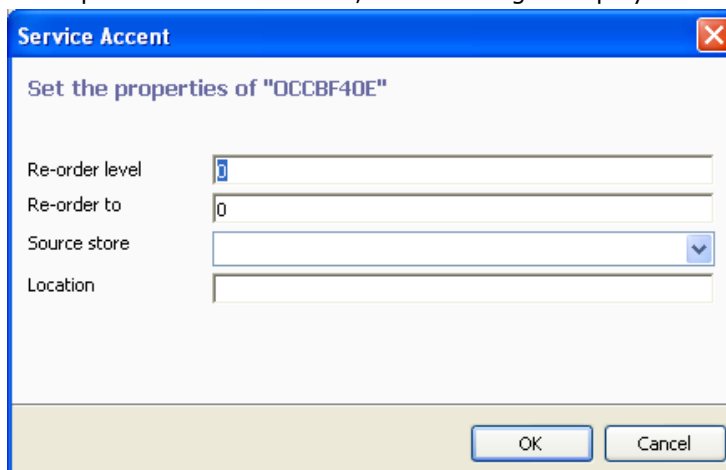
- **Stock** – all items the Engineer currently has
- **Re-order level** – the level to re-order when stock is low
- **Reorder to** – the quantity to re-order upto (ie, what they should always be carrying in their kit)
- **Location** – the physical location of the part

To add parts to core stock

1. To add a part to the Core stock, click the **Add parts to store** button and the Finder is displayed



2. Please refer to the Service Accent User Guide for further information on using Finder.
3. After the part has been selected, the following is displayed





4. A part can have a **re-order level** and when that level is reached (or falls below), a recommended **re-order to** quantity can be specified. For example, the **re-order level** is 8 and the **re-order to** is 10. The current quantity in stock is 7, so the re-ordering routine will order 3 (as the physical stock is less than the re-order level). Re-order to quantity - the current physical stock ($10 - 7 = 3$).
5. From the **Source store** drop-down list, select the store that will replenish this part.
6. In the **Location** field, enter the physical location (bin number) of the part in this stores.
7. An example of a completed screen is as follows

Service Accent

Set the properties of "OCCBF40E"

Re-order level: 8

Re-order to: 10

Source store: Main stock

Location: C12N

OK Cancel

8. Click **OK** to save the new part and the Setup stores dialogue is re-displayed, showing the new part in Core stock
9. After adding the part to Core stock, the details can be edited by highlighting the part and then clicking the **Properties** button

stores

Core stock Store holdings Replenish

Part No	Description	Stock	Re-order level	Re-order to	Location
A1003	CV-200, Oly processor,	0	2	4	Engineer Van
GH014900	Channel GIF-PQ20	0	4	5	Engineer Van
J810	J810 1316mm insertio...	0	1	2	Engineer Van
S01982290	Rod Lens 1.98 x 22.90	0	2	10	Engineer Van
TUC14X130ZA	Universal cord tube	0	3	7	Engineer Van

Template Add parts to store Properties Remove parts

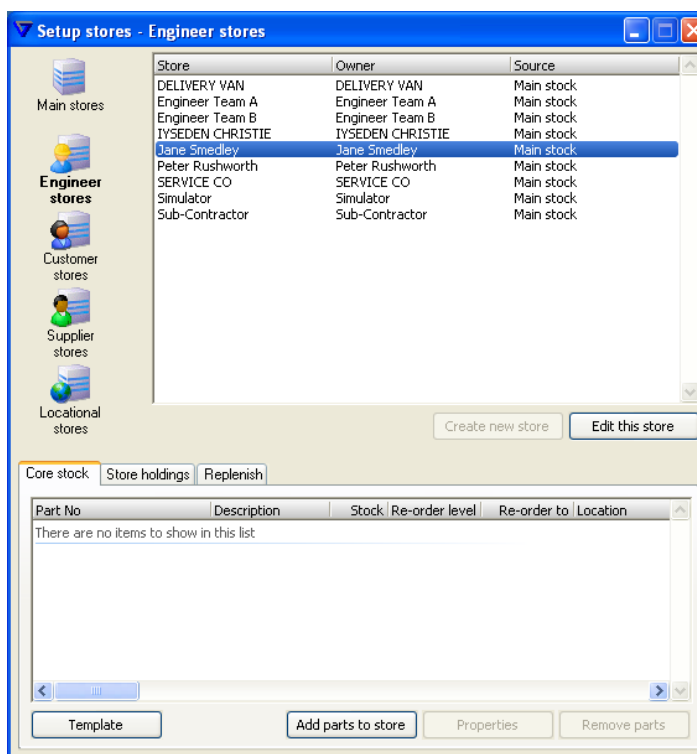
10. Repeat steps 1 to 8 to add more parts.

To use a template to add parts to core stock

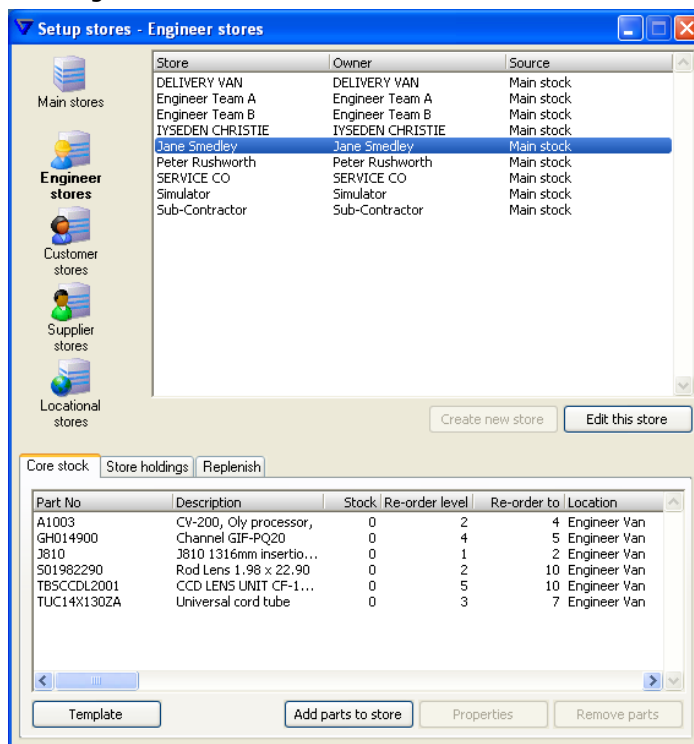
If you have the same core stock in other locations, you can set up a template so that you don't have to keep adding the same parts to all the stores. Using templates is extremely useful when setting up engineer core stocks as most engineers tend to carry the same basic parts.

The example below will create a template for engineer core stock, but the procedure is the same for all core stock locations.

1. Select the engineer store by clicking the engineer stores icon and then select the store

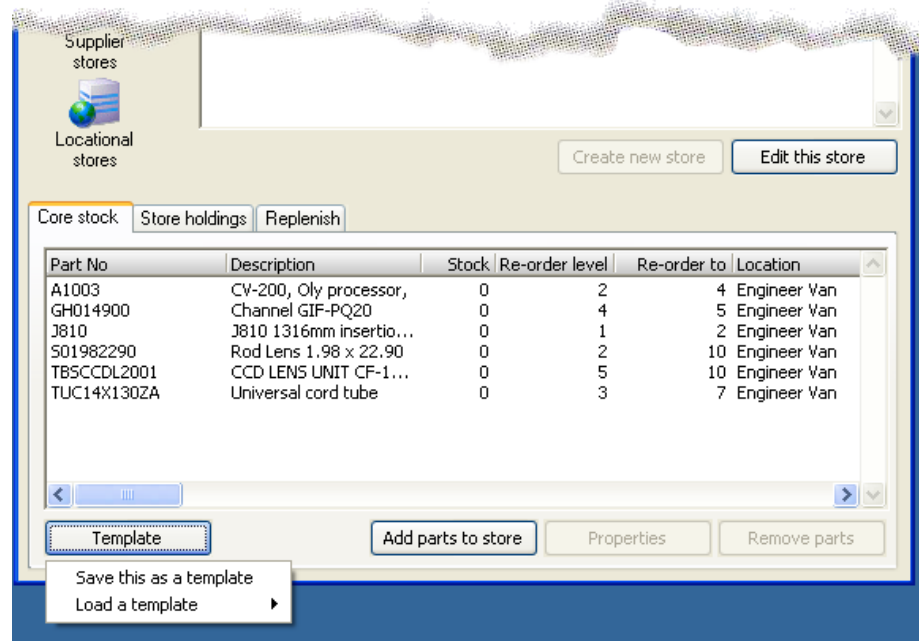


2. Create the basic core stock for this engineer by **adding parts to store** (see page 17 for details on adding parts)
3. After all the parts have been added, the screen will appear similar to the following

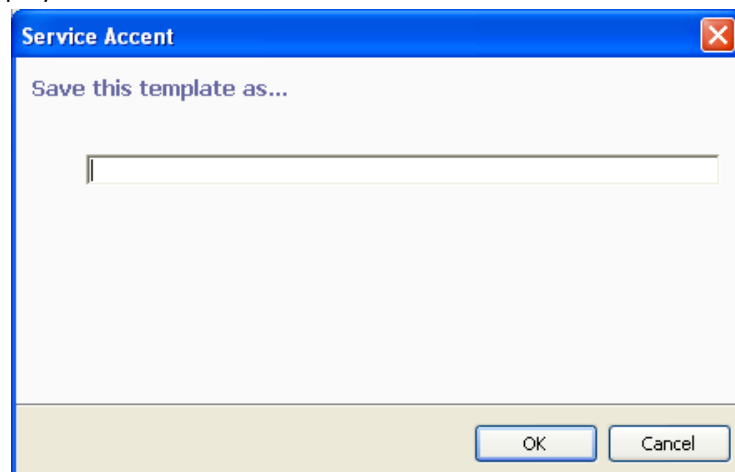




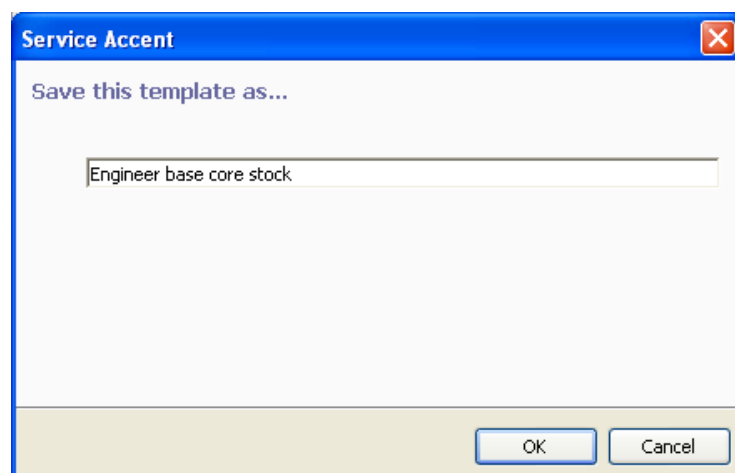
4. Click the **Template** button



5. You have the option to either **Save this as a template** or **Load a template**. Click **save this as a template** and the following is displayed

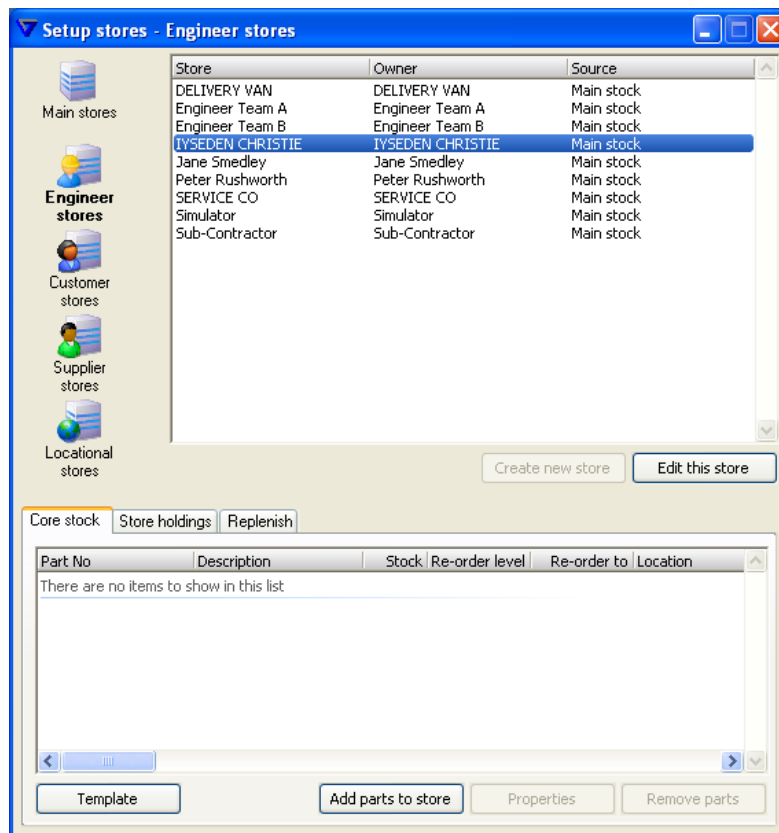


6. Enter a unique name for the template, in this case we will use Engineer base core stock.

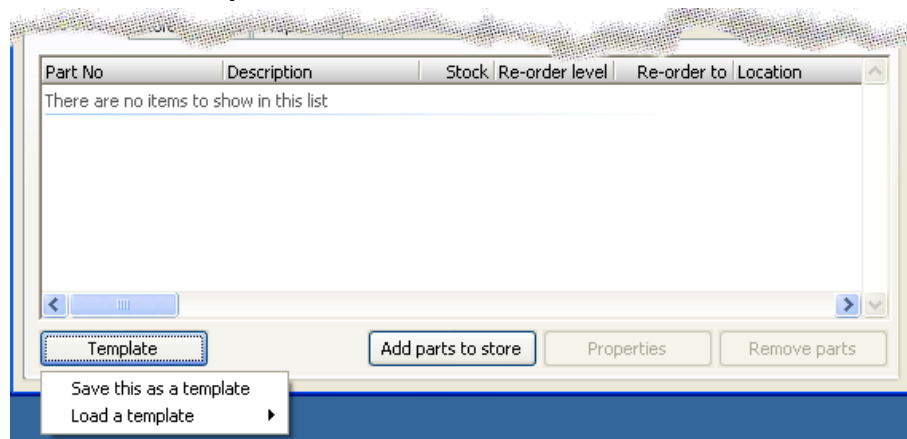


7. Click **OK** to save the template

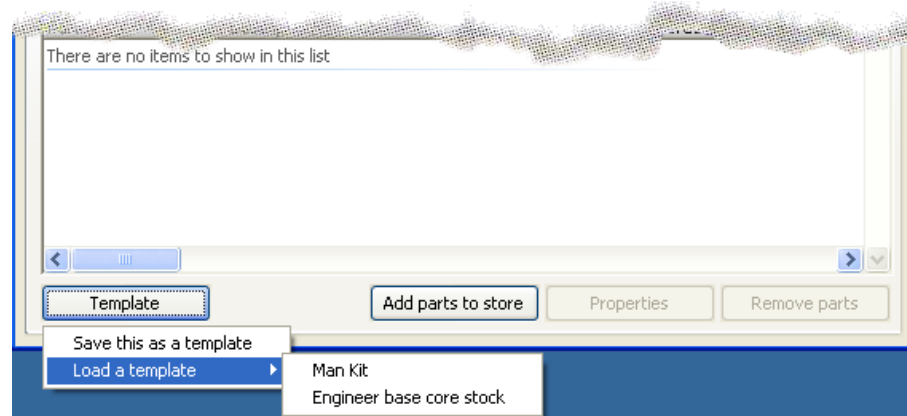
8. The next step is to add this core stock to another engineer store
9. Select the other engineer store by clicking the engineer stores icon and then select the store



10. Click the **Template** button

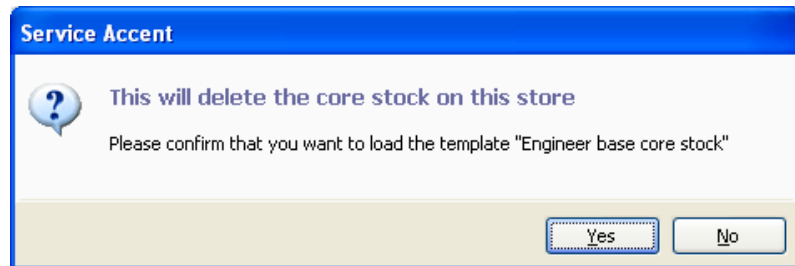


11. Click **Load a template** and a list of the available templates is shown



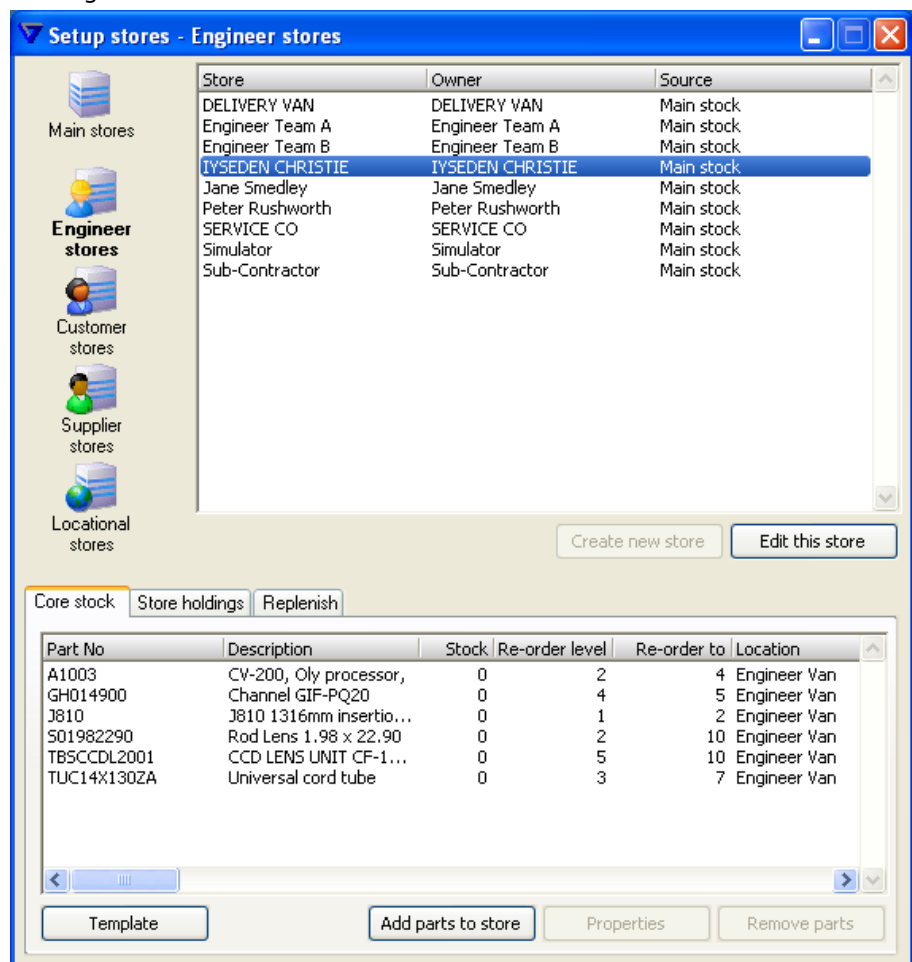


12. Select the template to load (in this case, it will be Engineer base core stock) and the following message is shown



Whenever a template of core stock is added to a store, any parts that have previously been set up will be deleted before the template is added.

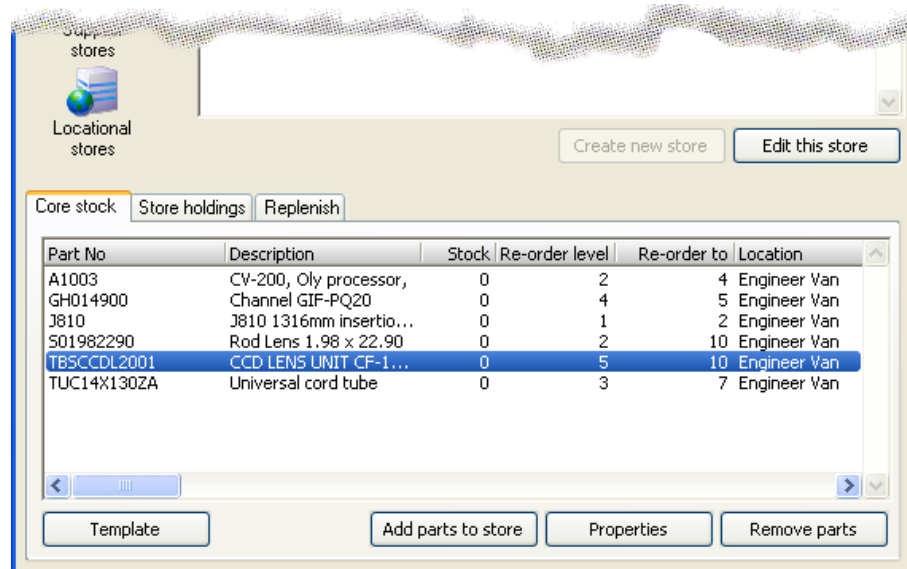
13. Click **Yes** to confirm that the template is to be loaded or click **No** if the template is not to be loaded.
14. After **Yes** has been clicked, the parts in the template are added to this engineers core stock.



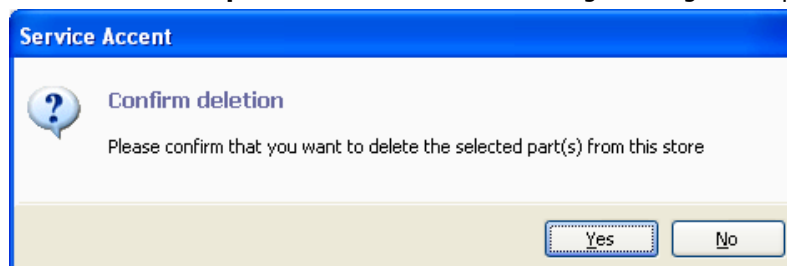
15. To add/load templates to other stores, repeat the process as described above.

To remove parts from core stock

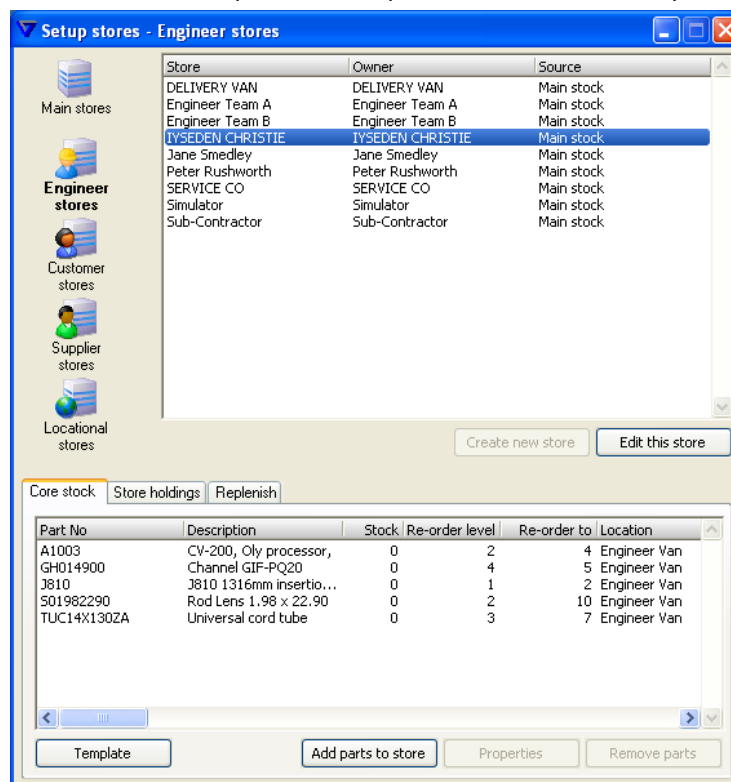
1. Click the **Core stock** tab and then highlight the part to delete



2. Click the **Remove parts** button and the following message is displayed



3. Click **Yes** to confirm deletion of the part from the core stock. This will only remove the part from core stock, it does not remove the stock record or remove the part from any other core stock in any other store.



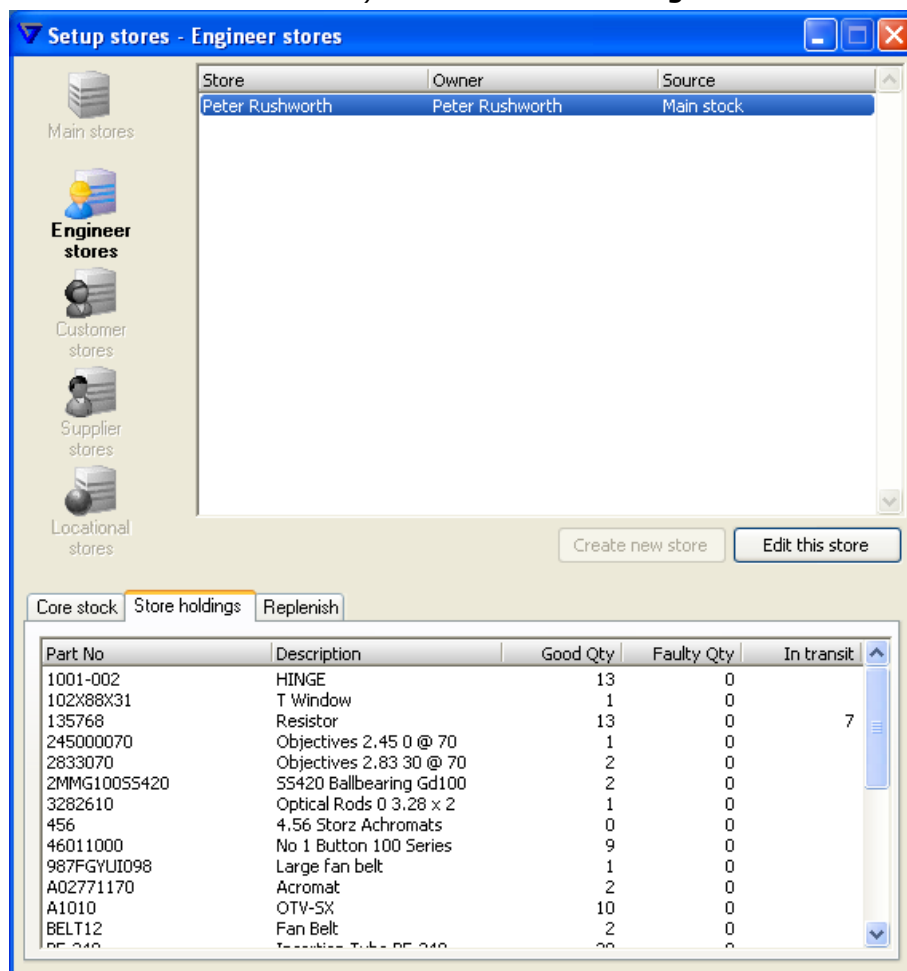


- The screen is redisplayed with the part removed.

To view store holdings

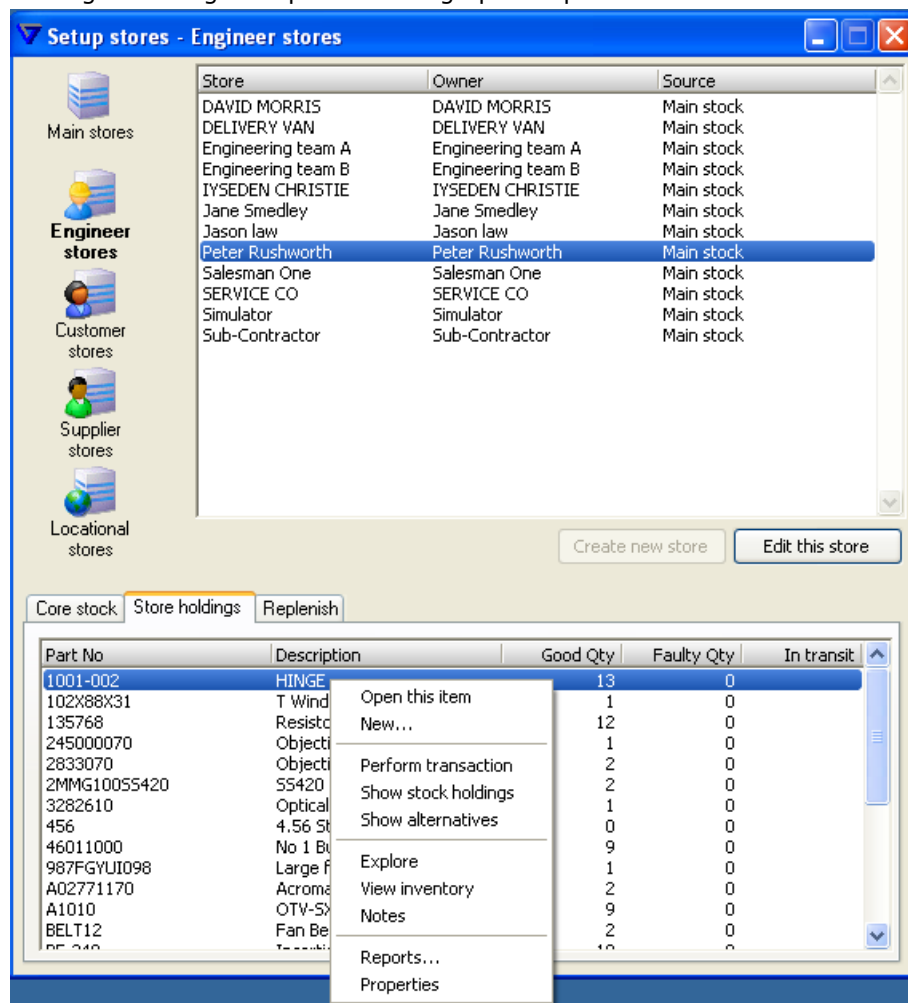
To view the actual quantities in stock in a store, follow the steps below

- The display will automatically show the **Core stock** view (except for main stock, where the store holdings are shown as you cannot have core stock for main stock). Click the **Store holdings** tab.



- The **Store holdings** view shows the current stock in this store. The display shows the part number, the description, the quantity in stock (good stock), any faulty stock and any stock that is in transit from the stock source to this store.

3. Right clicking on a part will bring up the options menu



4. There are 10 options available for the menu and these are as follows:

- **Open this item** - opens the selected stock record
- **New...** - use to create a new stock record
- **Perform transaction** - use to perform a stock transaction on this part, see Stock Transactions on page 83
- **Show stock holdings** - use to view the stock holdings in all stores, see Stock Holdings on page 77
- **Show alternatives** - use to show any alternative parts that can be used if no stock of this part
- **Explore** - use to "drill down" into the stock record, showing the associated records and their hierarchies
- **View inventory** - use to show the inventory items for this part if it is a serialised part, see Transit Manager on page 32
- **Notes** - use to view notes for this stock record
- **Reports** - use to view reports and letters specific to stock
- **Properties** - Use only in conjunction with technical support

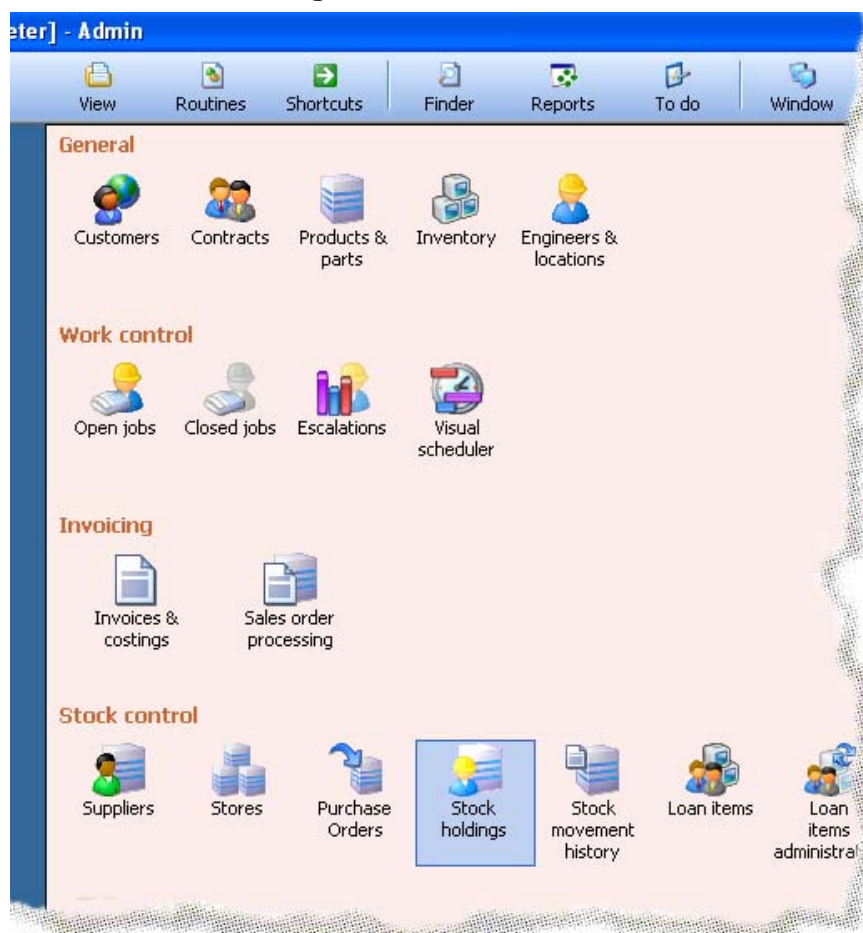


Stock Holdings

The stock holdings view is used to show your total stock holding for all parts and products for all stock locations.

To view stock holdings

1. Click **View** from the Service Accent button bar, under **Stock control**, click the **Stock holdings** icon.



2. The **Stock holdings** dialogue appears;



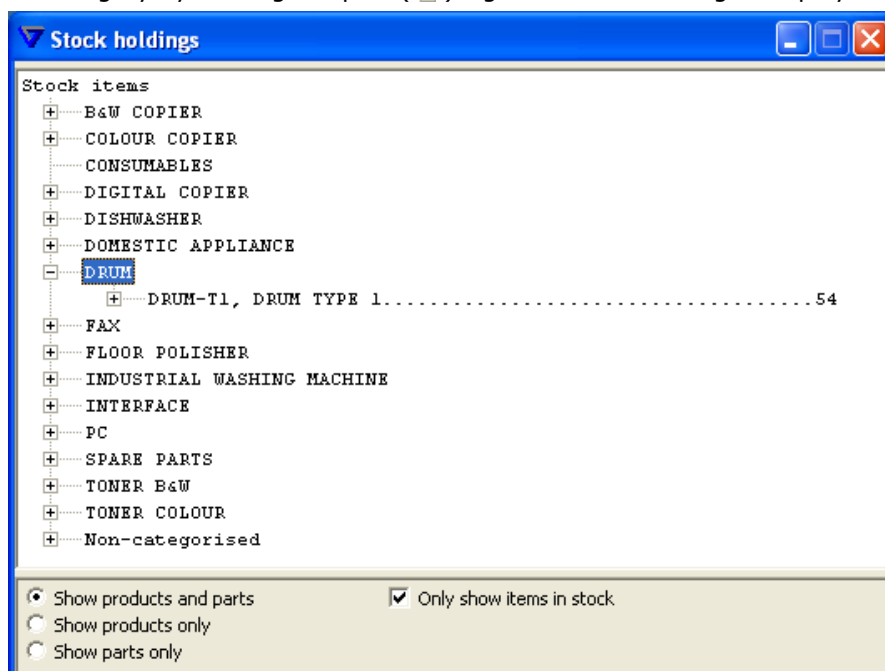


The dialogue can be expanded by placing the mouse cursor at the bottom right hand side and then holding the left mouse button, drag the dialogue to the required size.

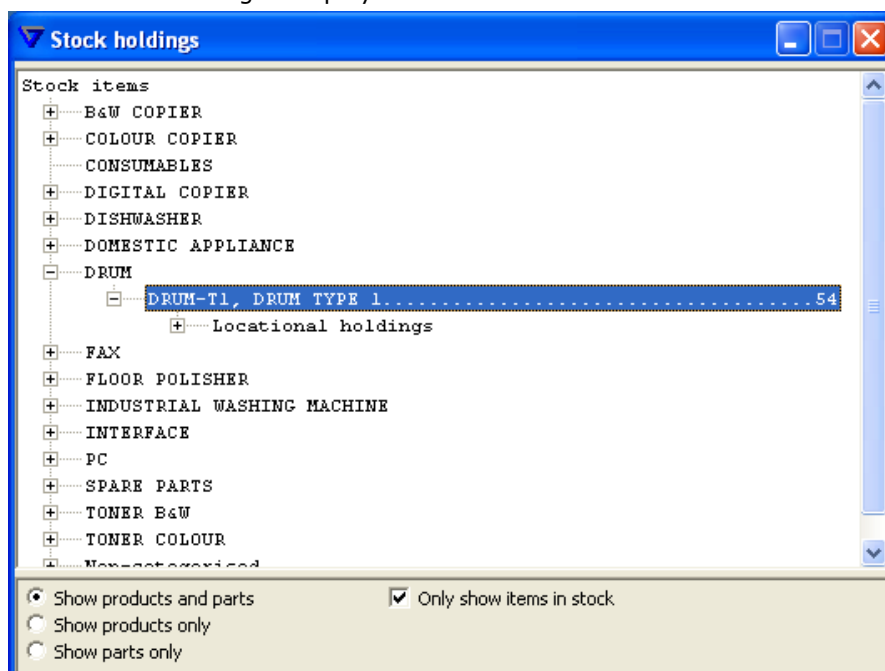
3. The initial view shows all stock categories for all products and parts.

- To show products only, enable **Show products only**
- To show parts only, enable **Show parts only**
- To show items in stock for both of the above, tick **Only show items in stock**

4. To see the products and/or parts in each stock category, expand the category by clicking the plus (+) sign and the following is displayed

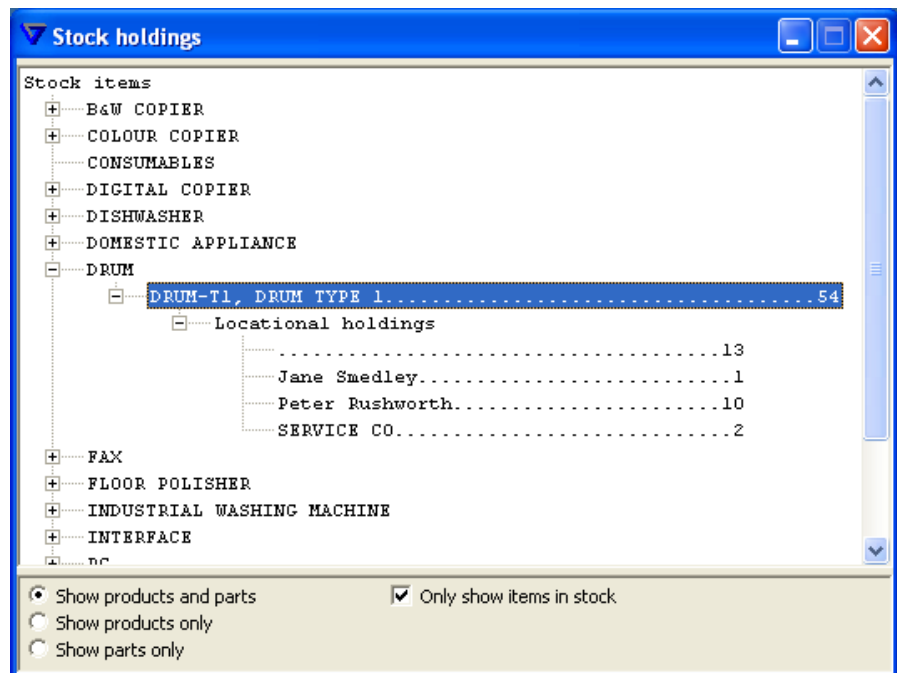


5. The display will show all the products/parts assigned to that stock category and the quantity in main stock. To see the locational stock (engineers, customers etc), click the plus (+) sign against the item and the following is displayed

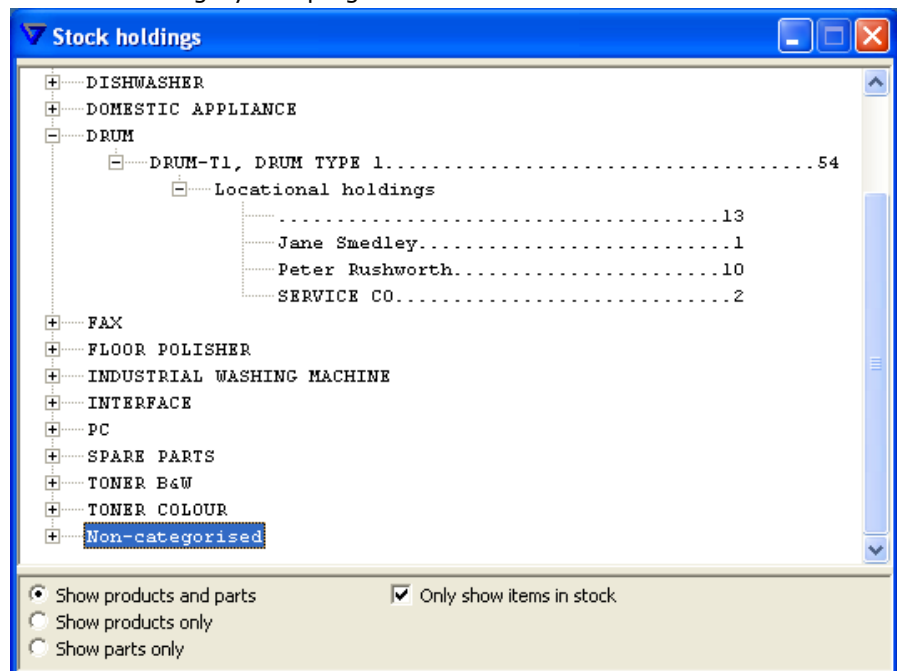




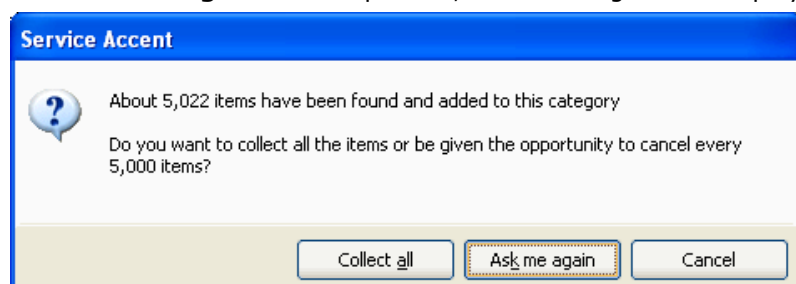
6. Then expand the **Locational holdings** by clicking the plus (+) sign and the following is displayed



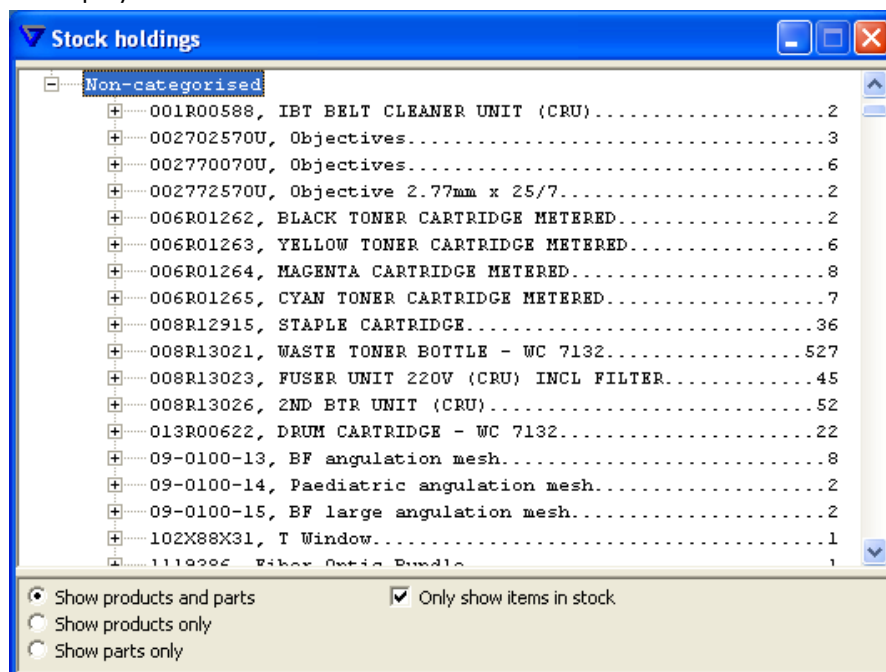
7. At the bottom of the stock holdings dialogue, is a category called **Non-categorised**. This is used for all the parts/products that have not had a stock category setup against them.



8. When **Non-categorised** is expanded, the following will be displayed



9. The number of items without a stock category will be shown.
10. Click the **Cancel** button to clear this message and not display the non-categorised items.
11. Click the **Collect all** button to display all of the non-categorised items, or click the **Ask me again** button to have Service Accent only display the first 5000 items and then prompt you again with this message to display the next 5000 items.



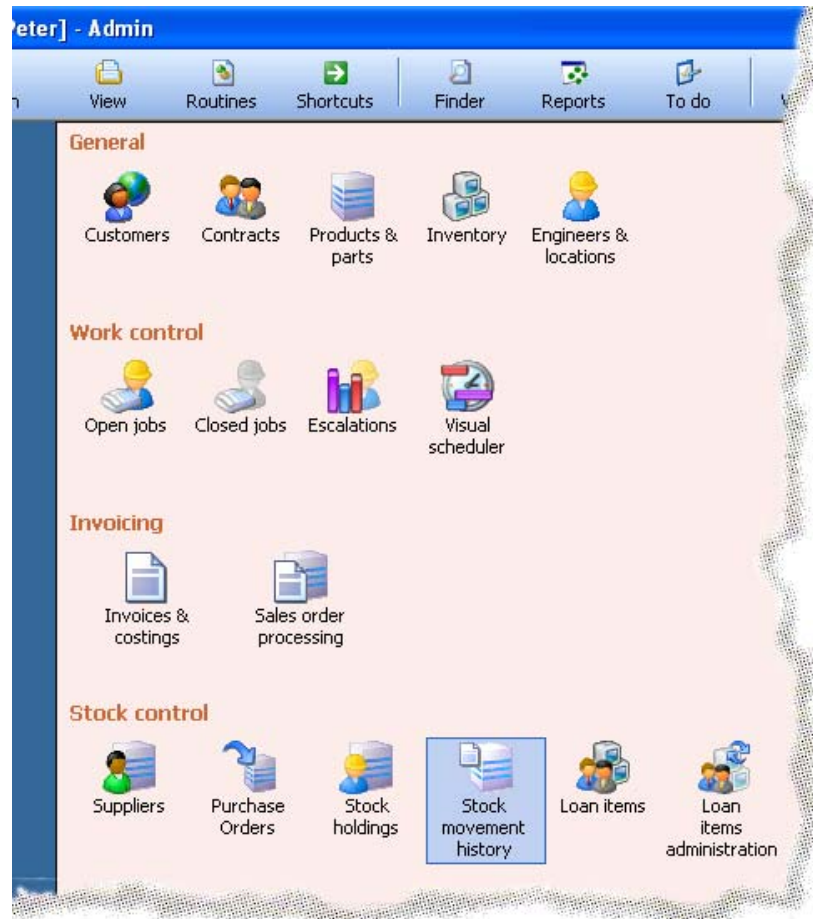


Stock Movement History

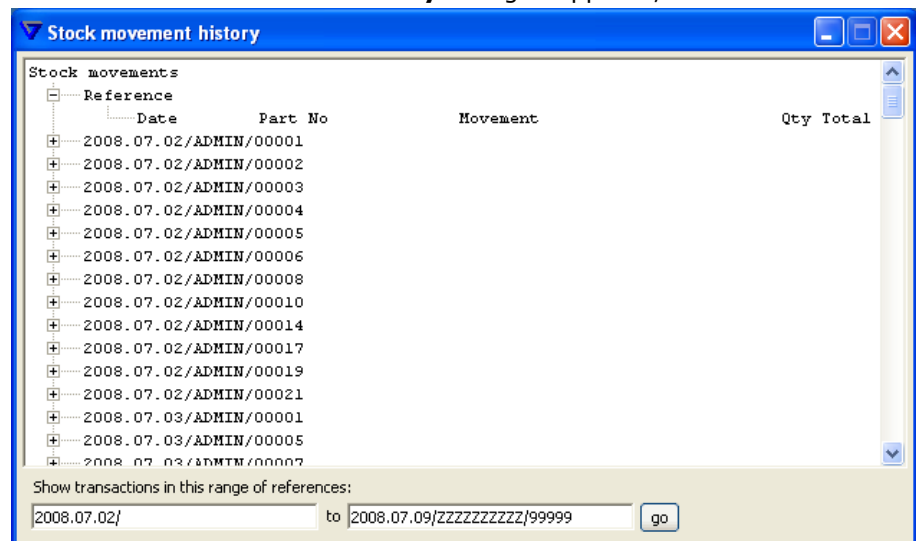
The stock movement history view is used to show your stock movements over a specific period.

To view stock holdings

1. Click **View** from the Service Accent button bar, under **Stock control**, click the **Stock movement history** icon.



2. The **Stock movement history** dialogue appears;

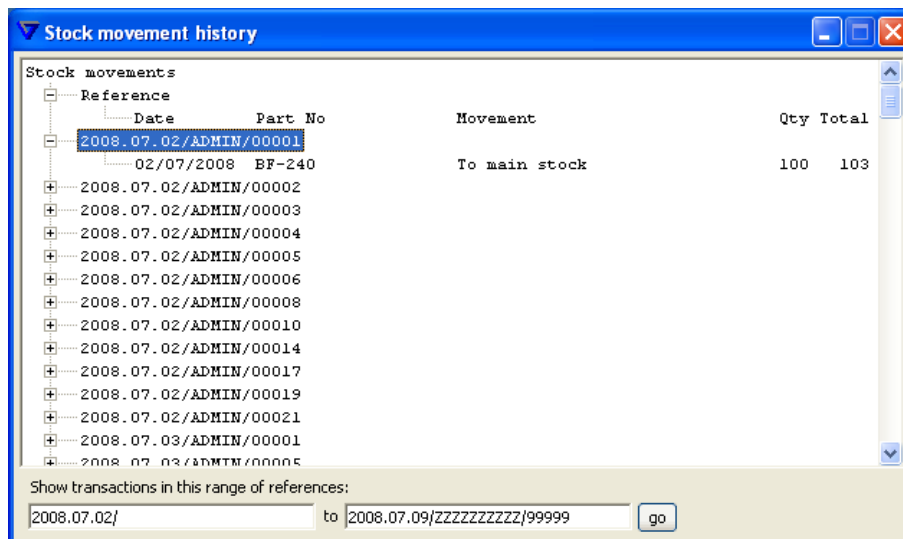


3. The default view is to show stock movements for the past 7 days. To view movements over a different period, change the dates in the **Show transactions in this range of references** and then click the **Go** button.



When selecting a different period, please ensure that in the **To** box, the following is added after the date, **/ZZZZZZZZZZ/99999**. This will ensure that all stock movement upto the end date are displayed.

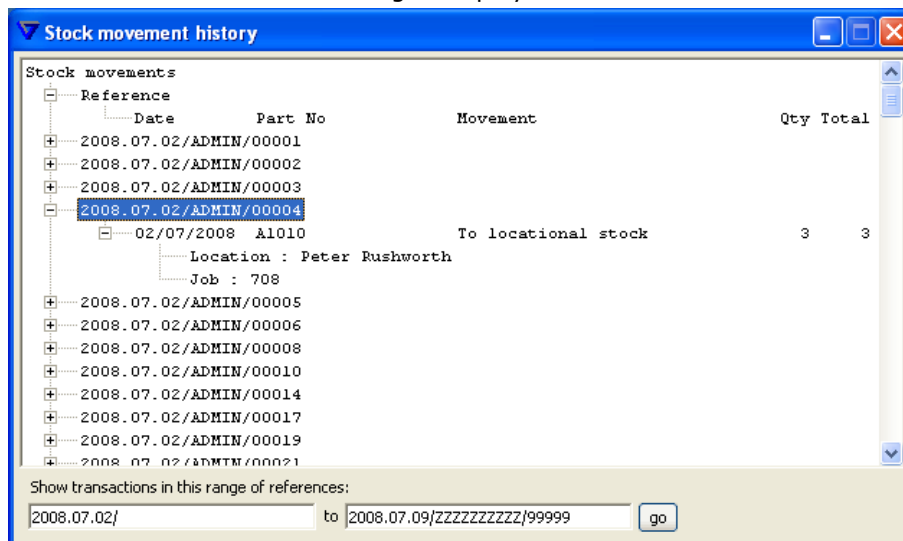
4. To see the stock movement for a specific reference, expand the reference by clicking the plus (**+**) sign and the following is displayed



Reference	Date	Part No	Movement	Qty	Total
2008.07.02/ADMIN/00001	02/07/2008	BF-240	To main stock	100	103
2008.07.02/ADMIN/00002					
2008.07.02/ADMIN/00003					
2008.07.02/ADMIN/00004					
2008.07.02/ADMIN/00005					
2008.07.02/ADMIN/00006					
2008.07.02/ADMIN/00008					
2008.07.02/ADMIN/00010					
2008.07.02/ADMIN/00014					
2008.07.02/ADMIN/00017					
2008.07.02/ADMIN/00019					
2008.07.02/ADMIN/00021					
2008.07.03/ADMIN/00001					
2008.07.03/ADMIN/00005					

Show transactions in this range of references:
 2008.07.02/ to 2008.07.09/ZZZZZZZZZZ/99999 go

5. The display will show the movement against this reference, the quantity involved with the stock transaction and the change in main stock. To see the actual movement, click the plus (**+**) sign against the transaction and the following is displayed.



Reference	Date	Part No	Movement	Qty	Total
2008.07.02/ADMIN/00001					
2008.07.02/ADMIN/00002					
2008.07.02/ADMIN/00003					
2008.07.02/ADMIN/00004	02/07/2008	A1010	To locational stock	3	3
			Location : Peter Rushworth		
			Job : 708		
2008.07.02/ADMIN/00005					
2008.07.02/ADMIN/00006					
2008.07.02/ADMIN/00008					
2008.07.02/ADMIN/00010					
2008.07.02/ADMIN/00014					
2008.07.02/ADMIN/00017					
2008.07.02/ADMIN/00019					
2008.07.02/ADMIN/00021					

Show transactions in this range of references:
 2008.07.02/ to 2008.07.09/ZZZZZZZZZZ/99999 go

6. To print the stock movements, open **Reports** and select **Stock** and then select **Stock control**
7. Then run either of the three reports for stock movements
 - **Stock movement audit by date** - shows stock movements for a specific date.
 - **Stock movements audit by part** - shows stock movement for a specific part.
 - **Stock movements audit by transaction** - shows stock movement for a specific transaction.

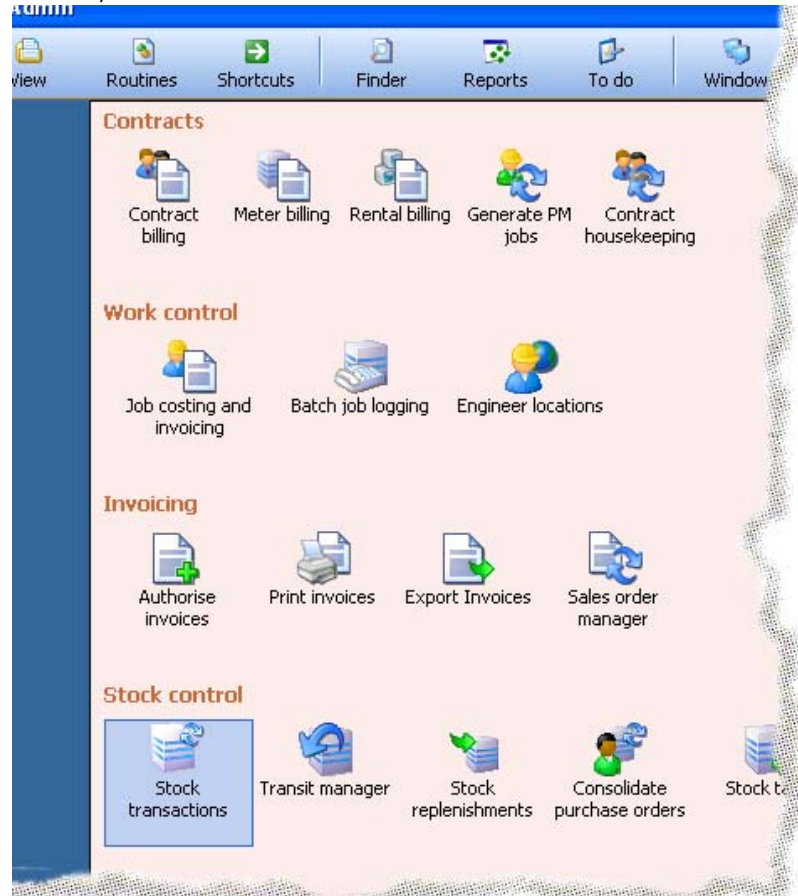


Stock Transactions

Stock transactions allows you to perform manual changes to your parts stock holdings or to manually move parts stock from one location to another location. You cannot perform stock transactions on products.

To perform stock transactions

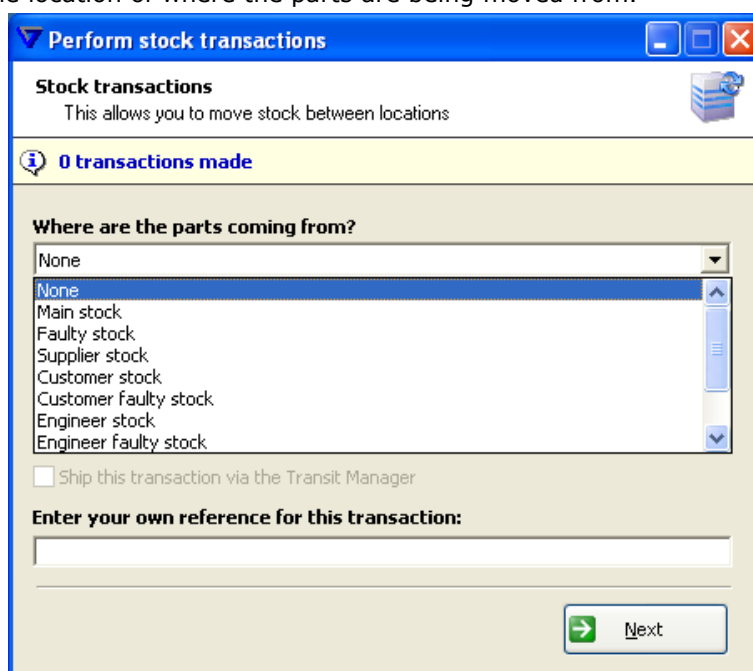
1. Click **Routines** from the Service Accent button bar, under **Stock control**, click the **Stock transactions** icon.



2. The **Perform stock transactions** dialogue is displayed

The screenshot shows the 'Perform stock transactions' dialog box. It has a blue title bar with the text 'Perform stock transactions' and standard window controls. Below the title bar is a section titled 'Stock transactions' with a subtitle 'This allows you to move stock between locations'. A yellow status bar indicates '0 transactions made'. The main area contains two dropdown menus: 'Where are the parts coming from?' and 'Where are the parts going to?', both currently set to 'None'. Below each dropdown is a 'Select' button. There is a checkbox labeled 'Ship this transaction via the Transit Manager'. At the bottom, there is a text field labeled 'Enter your own reference for this transaction:'. A 'Next' button with a green arrow icon is located at the bottom right.

3. From the **Where are the parts coming from?** drop-down list, select the location of where the parts are being moved from.



Perform stock transactions

Stock transactions
This allows you to move stock between locations

0 transactions made

Where are the parts coming from?

None

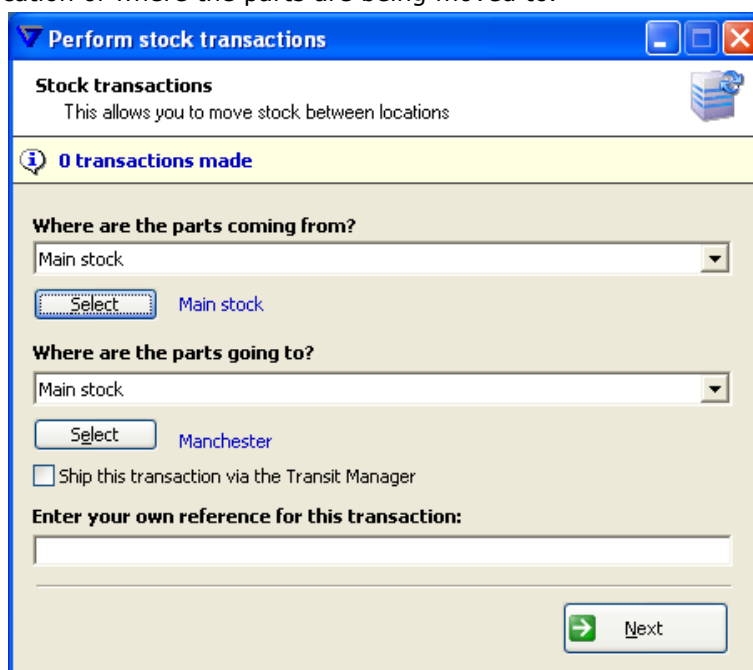
None
Main stock
Faulty stock
Supplier stock
Customer stock
Customer faulty stock
Engineer stock
Engineer faulty stock

☐ Ship this transaction via the Transit Manager

Enter your own reference for this transaction:

Next

4. From the **Where are the parts going to?** drop-down list, select the location of where the parts are being moved to.



Perform stock transactions

Stock transactions
This allows you to move stock between locations

0 transactions made

Where are the parts coming from?

Main stock

Select Main stock

Where are the parts going to?

Main stock

Select Manchester

☐ Ship this transaction via the Transit Manager

Enter your own reference for this transaction:

Next

5. If this item is to be shipped via the Transit Manager (see Transit Manager on page 32), enable **Ship this transaction via the Transit Manager**. If this option is not enabled, the stock will immediately update the receiving store.
6. Each time a stock transaction is performed, a unique system reference is created, to add your own reference, enter the reference in the **Enter your own reference for this transaction** box.
7. After the source and target have been selected, click the **Next** button



Perform stock transactions

Stock transactions
This allows you to move stock between locations

0 transactions made

4. Select the parts

Select

Part No	Qty
There are no items to show in this list	

Set quantity Remove part

☐ Print a despatch note
☐ Print transaction docket

Back Perform transactions

8. Click the **Back** button to return to the previous dialogue.
9. Click the **Select** button to select the part. The **Finder** is displayed

Finder

Search for parts only
The results will show parts only

Parts only

Part No: Parts & products
Description: Products only
Category: Parts only
Location:
Manufacturer:
Man Part No:

Find now
New search
New part or product
Select

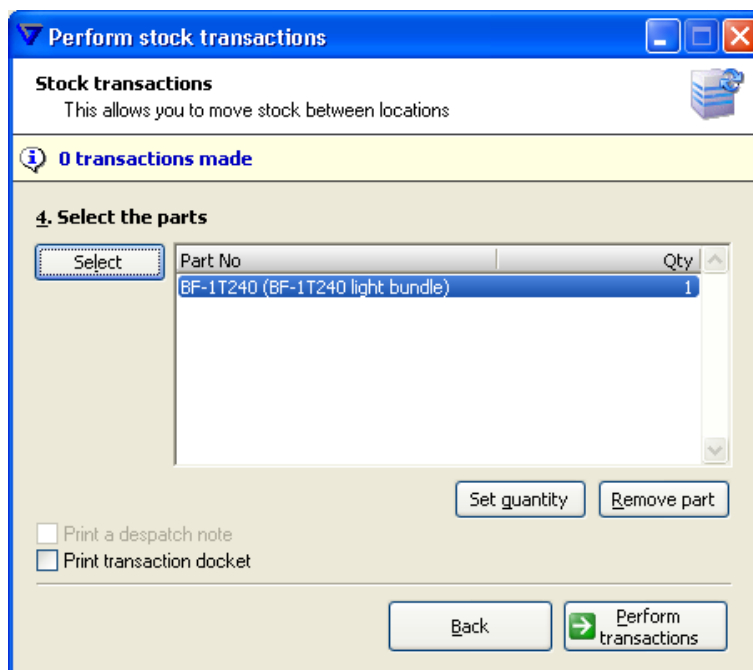
Legend

Part No	Description
There are no items to show in this view	



You are only able to select parts. You cannot perform a stock transaction against a product.

10. Find and select the part



Perform stock transactions

Stock transactions
This allows you to move stock between locations

0 transactions made

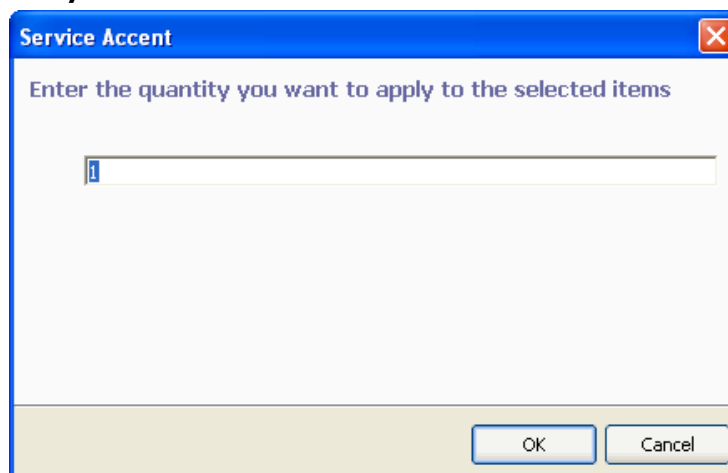
4. Select the parts

Part No	Qty
BF-1T240 (BF-1T240 light bundle)	1

☐ Print a despatch note
☐ Print transaction docket

Buttons: Select, Set quantity, Remove part, Back, Perform transactions

11. The quantity defaults to 1. To change the quantity, click the **Set quantity** button



Service Accent

Enter the quantity you want to apply to the selected items

1

Buttons: OK, Cancel



12. Enter the required quantity and then click the **OK** button. click **Cancel** to leave the quantity unchanged.

Perform stock transactions

Stock transactions
This allows you to move stock between locations

0 transactions made

4. Select the parts

Select

Part No	Qty
BF-1T240 (BF-1T240 light bundle)	4

Set quantity Remove part

☐ Print a despatch note
☐ Print transaction docket

Back Perform transactions

13. To remove a part from the list, click the **Remove part** button
14. If a transaction docket is required, tick the **Print transaction docket** box.

Perform stock transactions

Stock transactions
This allows you to move stock between locations

0 transactions made

4. Select the parts

Select

Part No	Qty
BF-1T240 (BF-1T240 light bundle)	4

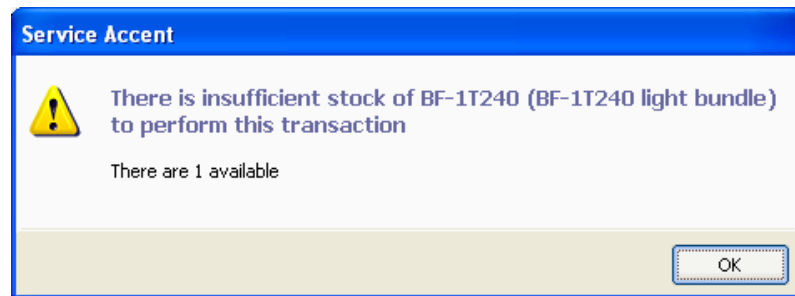
Set quantity Remove part

☐ Print a despatch note
☒ Print transaction docket

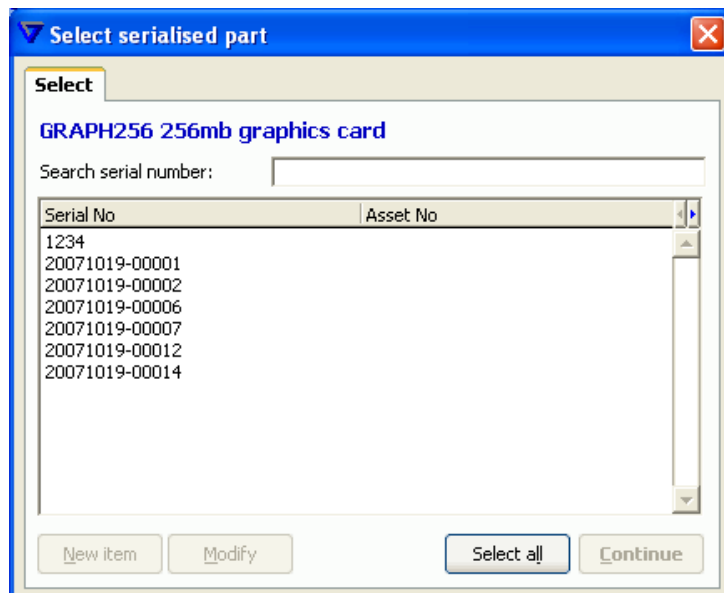
Back Perform transactions

15. Click the **Perform transactions** button to start the stock transactions.

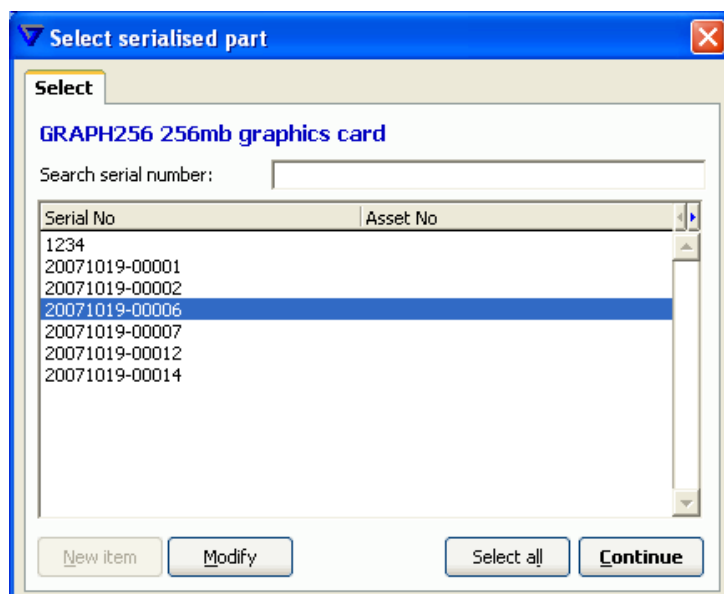
16. If there is insufficient stock available in the source location, to fulfil the stock transaction, the following message will be displayed



17. The actual amount in stock at the source location is shown. Click the **OK** button to acknowledge the message. The stock transaction for this part will be aborted and the stock transaction will have to be rerun with the correct quantity.
18. If the item being transacted is a serialised part, the following will be displayed



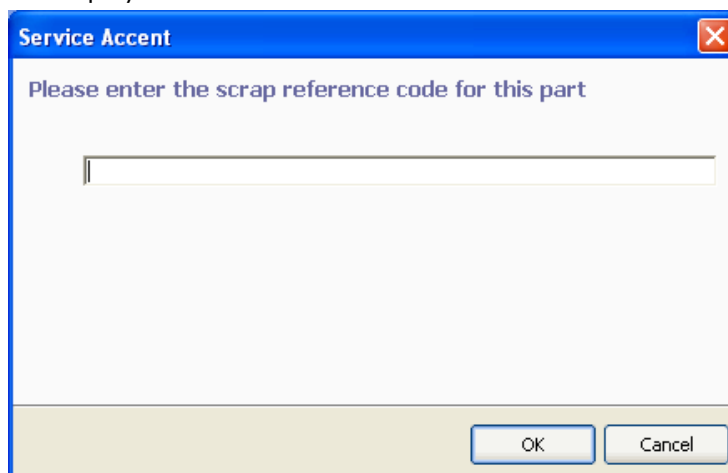
19. From the Select serialised part dialogue, select the serial number of the serialised item to be moved.



20. Click **Continue**

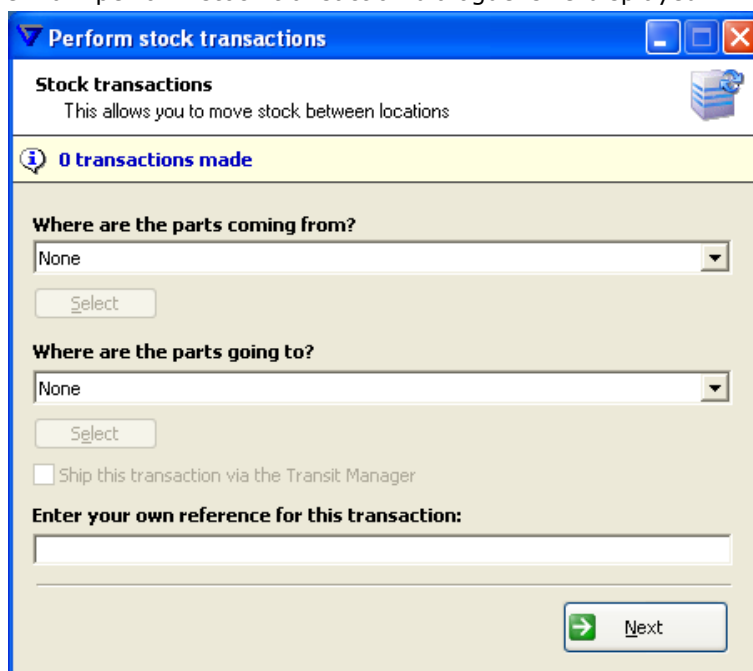


21. If the item is being moved to **Scrapped stock**, the following message will be displayed



A dialog box titled "Service Accent" with a close button (X) in the top right corner. The text inside says "Please enter the scrap reference code for this part". Below the text is a single-line text input field. At the bottom right are two buttons: "OK" and "Cancel".

22. Enter a unique **scrap reference code** for this part and then click **OK**. If the scrapped item is serialised, the scrapped reference is used on the inventory tracking tab
23. After the transaction has been performed and the despatch note (if requested) printed and the transaction docket (if requested) printed, the main perform stock transaction dialogue is re-displayed



A dialog box titled "Perform stock transactions" with standard window controls (min, max, close) in the top right. Below the title bar, it says "Stock transactions" and "This allows you to move stock between locations". A status bar at the top shows "0 transactions made" with an information icon. The main area has two sections: "Where are the parts coming from?" and "Where are the parts going to?". Each section has a dropdown menu currently set to "None" and a "Select" button below it. There is a checkbox labeled "Ship this transaction via the Transit Manager". At the bottom, there is a text input field labeled "Enter your own reference for this transaction:". A "Next" button with a green arrow is at the bottom right.

24. The bottom of the dialogue shows how many transactions have been performed since the Perform stock transactions routine was selected.
25. An examples of a stock transaction:

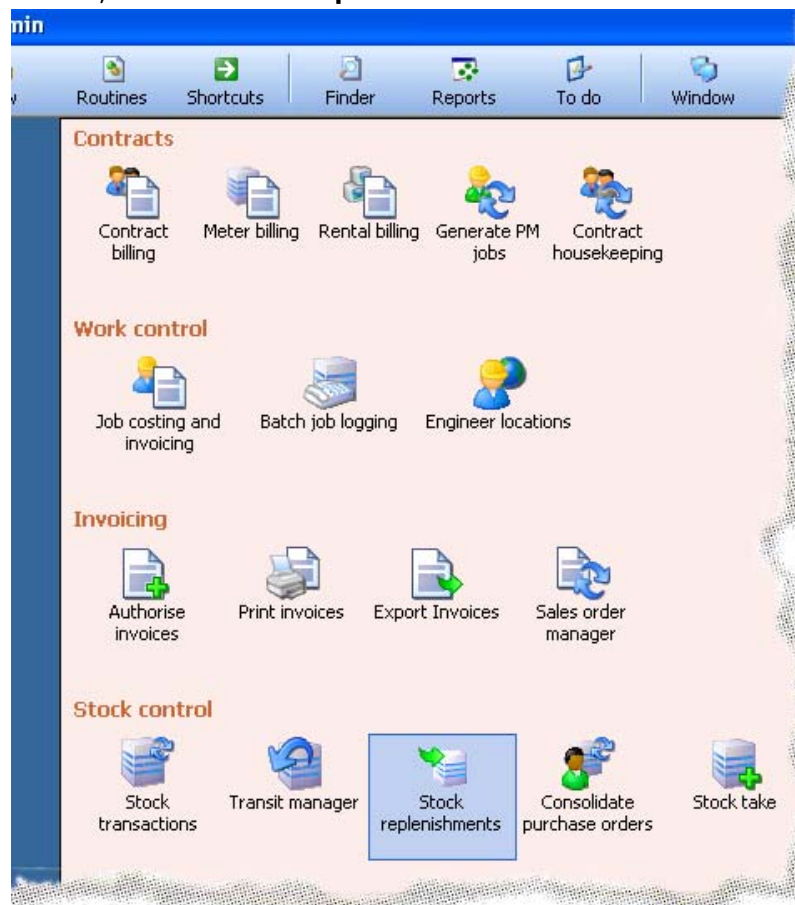
- Your current stock holding for a part in main stock is 10, but after a manual stock count, you actually have 12 in stock. Therefore you need to increase your main stock by 2. Select **None** from the **Where are the parts coming from?** drop-down list. Then in the **Where are the parts going to?**, select **Main stock**. Click **Next** and then click **Set quantity** and change the quantity to 2. Then click the **Perform transactions** button. The main stock holding for this part will now show as 12.

Stock Replenishment

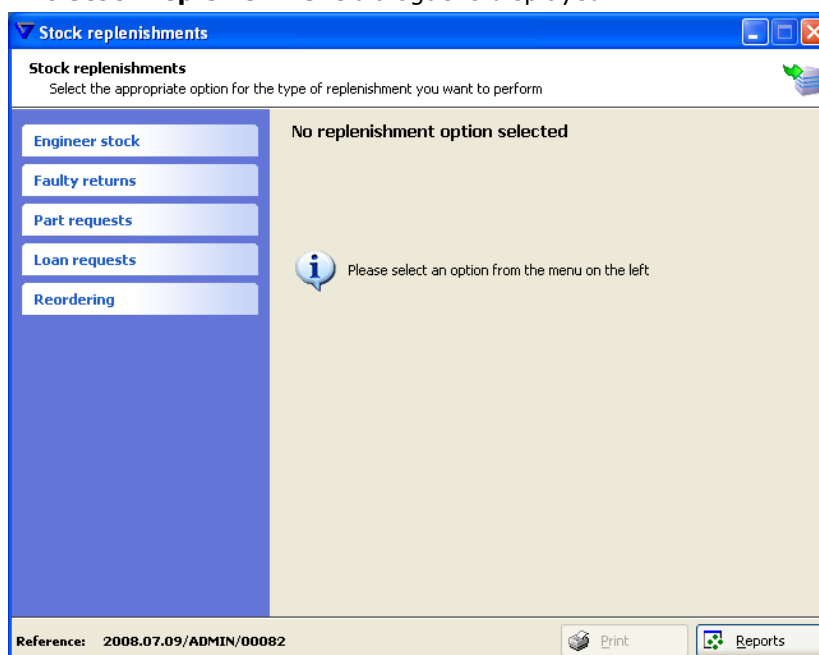
Stock replenishment allows you to perform stock transactions for engineer stock, faulty returns, parts requests, loan requests and reordering.

To perform stock replenishments

1. Click **Routines** from the Service Accent button bar, under **Stock control**, click the **Stock replenishments** icon.



2. The **Stock replenishment** dialogue is displayed





3. Please refer to the following sections for details on each type of replenishment
 - **Engineer stock replenishment** - see page 91
 - **Faulty returns replenishment** - see page 97
 - **Part requests replenishment** - see page 100
 - **Loan requests replenishment** - see page 117
 - **Reordering replenishment** - see page 139

Engineer stock

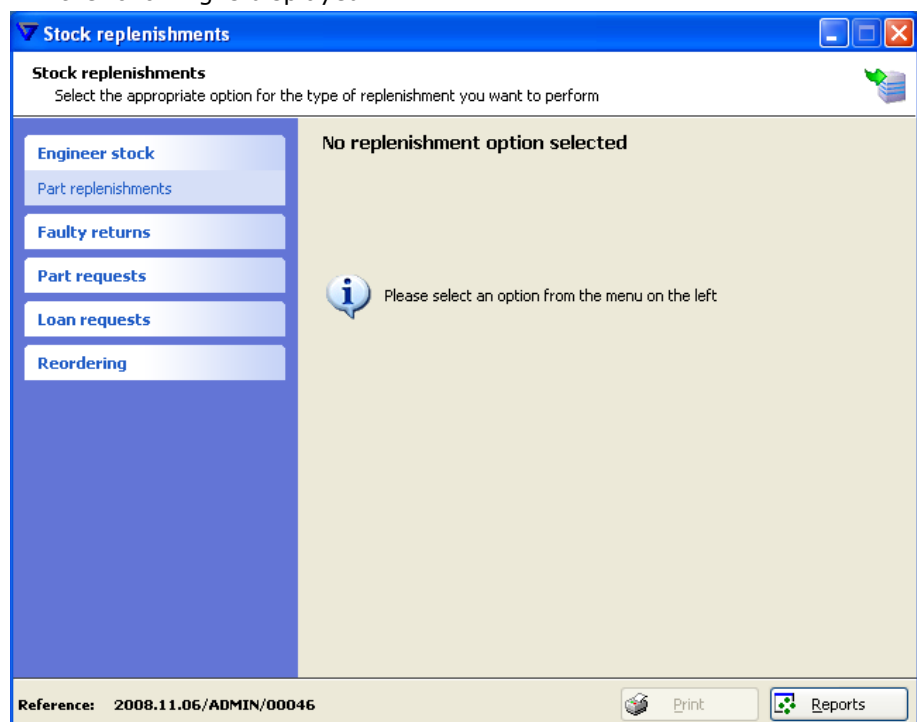
There are two types of engineer stock replenishment and these are

- **Kits** - This is done through the **Stores** dialogue, please refer to To replenish stock on page 29
- **Part replenishments** - See below

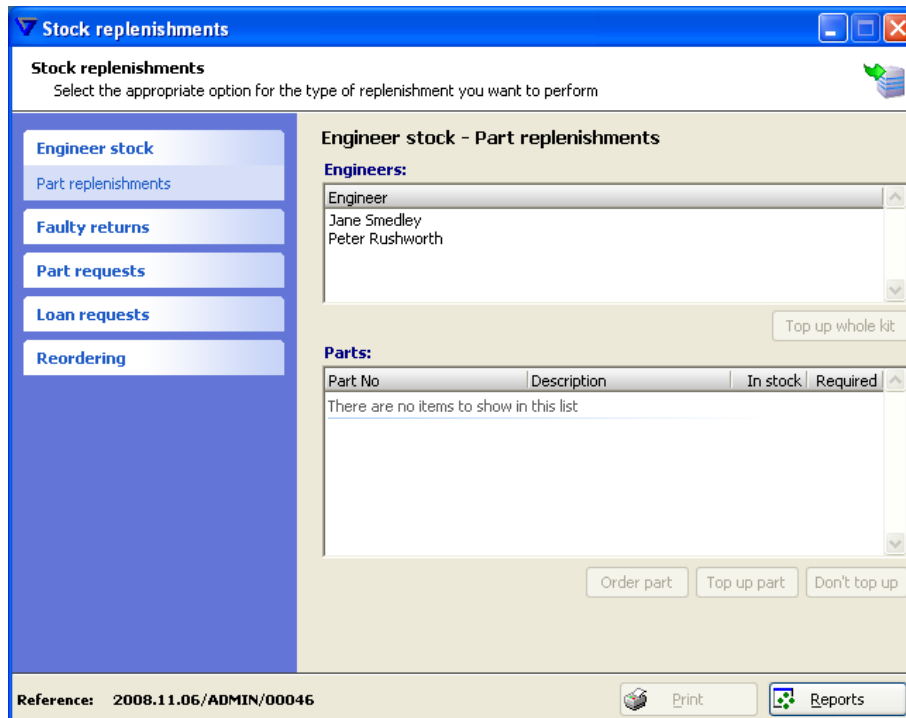
Engineer stock - Part replenishments

Replenishments are used to replenish any stock used by an engineer, but not the kit stock. When a job is completed and parts added, the part can be marked as requiring replenishment (see the chapter on work control).

1. From the **Stock replenishment** dialogue, click **Engineer stock** and the following is displayed



2. Click **Part replenishments** and the following is displayed



Stock replenishments
Select the appropriate option for the type of replenishment you want to perform

Engineer stock - Part replenishments

Engineers:

Engineer
Jane Smedley
Peter Rushworth

Top up whole kit

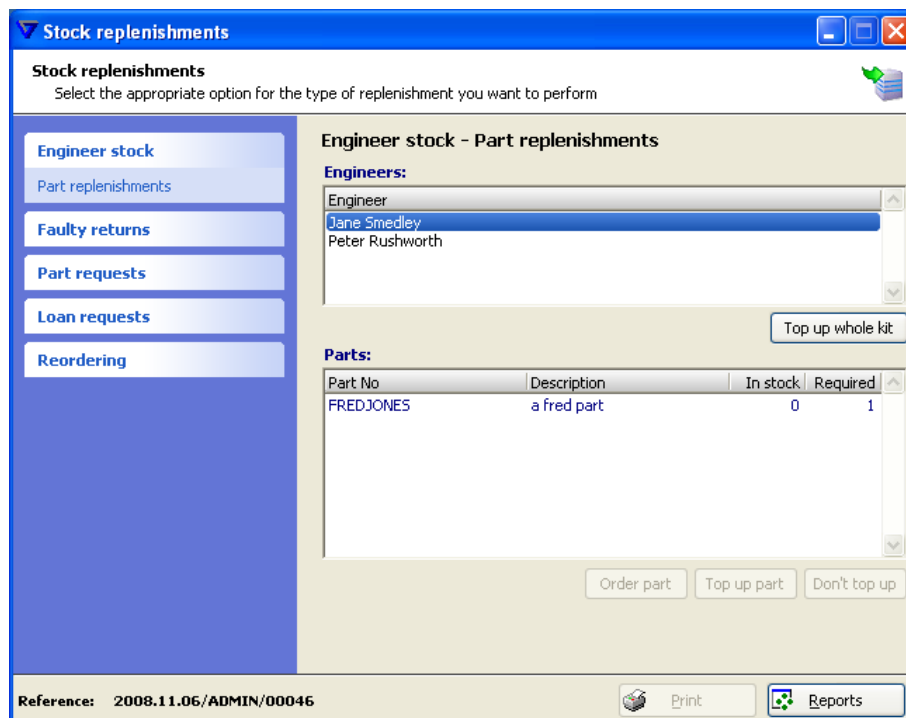
Parts:

Part No	Description	In stock	Required
There are no items to show in this list			

Order part Top up part Don't top up

Reference: 2008.11.06/ADMIN/00046 Print Reports

3. From the **Engineers** area, select the engineer to replenish. You can only select one engineer at a time.



Stock replenishments
Select the appropriate option for the type of replenishment you want to perform

Engineer stock - Part replenishments

Engineers:

Engineer
Jane Smedley
Peter Rushworth

Top up whole kit

Parts:

Part No	Description	In stock	Required
FREDJONES	a fred part	0	1

Order part Top up part Don't top up

Reference: 2008.11.06/ADMIN/00046 Print Reports



The list of parts requiring replenishment is calculated by checking completed jobs to see if the part has been marked as **Replenish this part**.

Parts for job - 359

Part No	Description	Qty	Status
BELT12	Fan Belt	1	Parts used

Details

Select part

BELT12
 Description: Fan Belt
 Qty: 1
 Unit price: 5.67
 Discount: 0.00 %
 Unit cost: 3.62

Your ref:
 Returns ref:
 Order No:
 Despatch note:
 Consignment:

Action

☐ Estimate only
☒ This part has been used
☐ Request this part

Use part from

☐ Main stock
☒ Engineer
☐ Site
☐ Another location

Location: Peter Rushworth

☒ Replenish this part

4. After an engineer is selected, the parts that require replenishment are shown in the **Parts** viewing pane.

Stock replenishments

Select the appropriate option for the type of replenishment you want to perform

Engineer stock - Part replenishments

Engineers:

Jane Smedley
 Peter Rushworth

Parts:

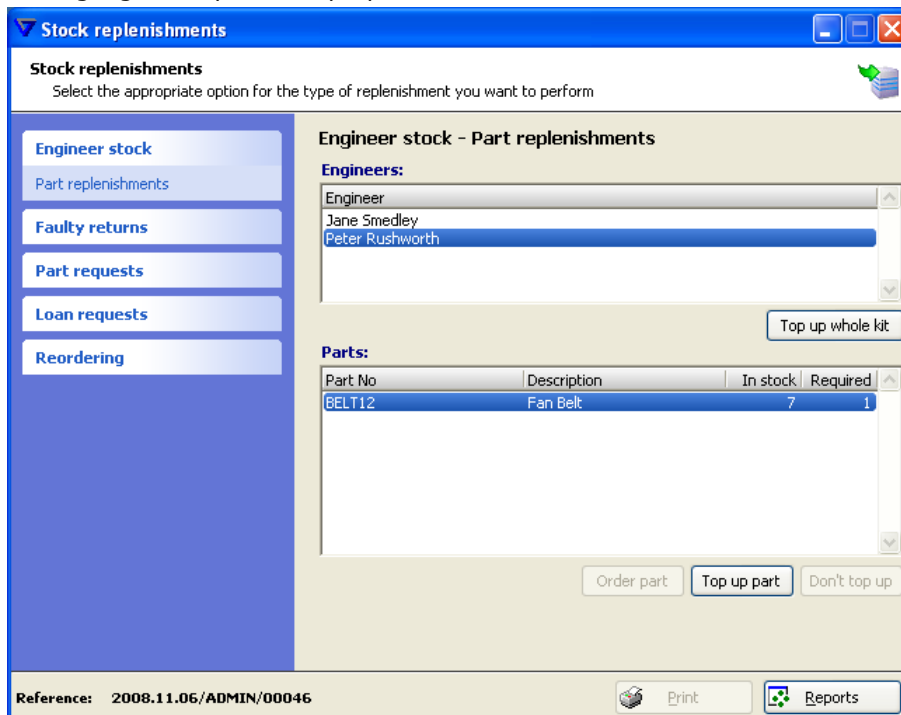
Part No	Description	In stock	Required
FREDJONES	a fred part	0	1

Reference: 2008.11.06/ADMIN/00046

The colour coding for the parts is as follows:

- **Black** - There is sufficient main stock to fulfil the replenishment
- **Red** - There is insufficient main stock to fulfil the replenishment.
- **Blue** - There is no stock in main stock

5. The **Parts** viewing pane shows the Part number, the part description, the quantity in main stock and the amount required for the replenishment.
6. Highlight the part to top up



Stock replenishments
Select the appropriate option for the type of replenishment you want to perform

Engineer stock
Part replenishments
Faulty returns
Part requests
Loan requests
Reordering

Engineer stock - Part replenishments

Engineers:

Engineer
Jane Smedley
Peter Rushworth

Top up whole kit

Parts:

Part No	Description	In stock	Required
BELT12	Fan Belt	7	1

Order part Top up part Don't top up

Reference: 2008.11.06/ADMIN/00046 Print Reports

7. If there is sufficient main stock to satisfy the replenishment, the **Top up part** and **Don't top up** buttons will be active. If there is insufficient stock (even if part of the replenishment request can be honoured), the **Top up part** and **Don't top up** buttons will remain inactive and the **Order part** button will be active. Please refer to point 11 (page 95) for further details.
8. If the part is not to be topped up, click the **Don't top up** button. The part will be removed from the parts viewing area and will not appear on future engineer stock - replenishments.
9. If the part is to be topped up, click the **Top up part** button.
10. The part will be topped up and the good stock is updated with the quantity required. If the part does not exist in the engineers good stock, it will be created. The part will be removed from the parts viewing pane.



11. When there is insufficient or no stock, the part will have to be ordered. Highlight the part, in the parts viewing pane.

Stock replenishments
Select the appropriate option for the type of replenishment you want to perform

Engineer stock - Part replenishments

Engineers:

Engineer
Jane Smedley
Peter Rushworth

Parts:

Part No	Description	In stock	Required
FREDJONES	a fred part	0	1

Top up whole kit

Order part Top up part Don't top up

Reference: 2008.11.06/ADMIN/00046

Print Reports

12. Click the **Order part** button.



If there is insufficient stock, the purchase order will be raised for the whole replenishment quantity required. For example, the replenishment quantity is 2, but there is only 1 in main stock. The purchase order will be raised for 2 not 1.

13. A provisional purchase order will be created automatically and the part will be removed from the parts viewing pane.

Purchase order - _P000075

Purchase order Items Delivery details Other

Items on this order:

Part #	Manufacturer's part #	Qty	O/S	Total cost
FREDJONES		1	1	5.77

Add Modify Received Remove

On order for: Engi JS

In stock On order

Description: a fred part

Abandon Save Delete Close Notes Print Authorise Notes Provisional Printed Received Authorised Query

Add part to order

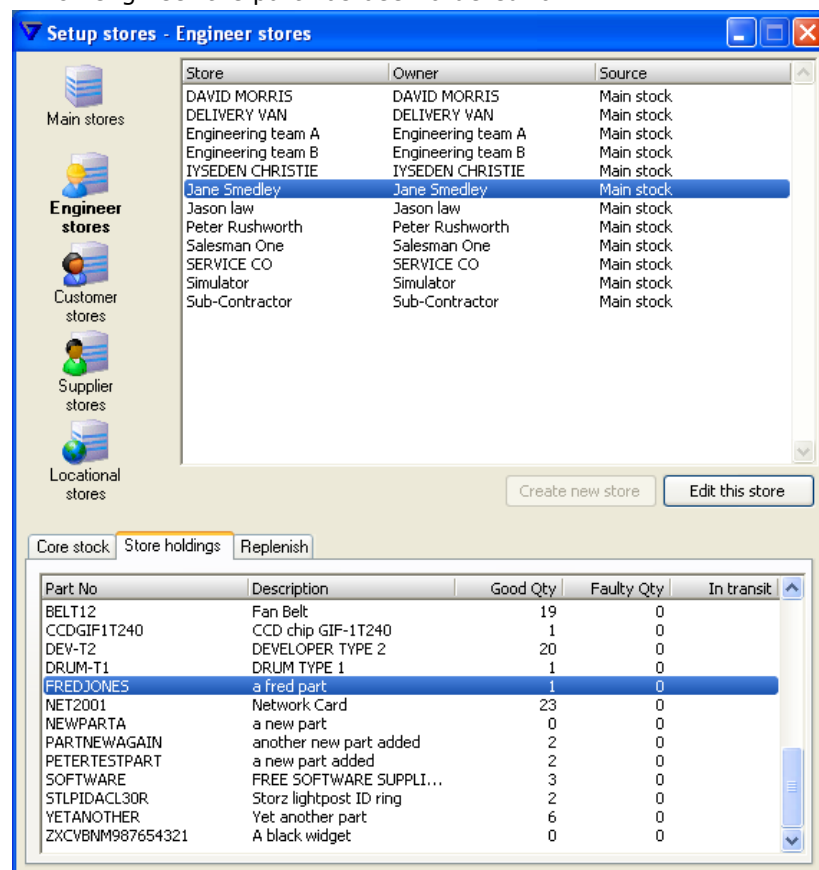
Purchase price: £ 5.77 Qty to order: 1 Save item Abandon

Received part

Qty received: 0 Reference: Receive Abandon

Invoice No:

14. Please refer to Authorising A Provisional Order on page 610 and Receiving Parts/Consumables on page 621 for further details on how to authorise and receive the purchase order.
15. Once the item has been received, the engineer stock holding is automatically updated as Service Accent knows that this purchase order is for that engineer. The item tab on the purchase order shows which engineer the part has been ordered for.



16. If the part does not exist in the engineers good stock, it will be created.
17. The replenishment for this part is now complete.
18. The part is no longer shown in the parts viewing area.



Faulty returns

Faulty returns is used to move a faulty part from an engineers faulty stock to main faulty stock and this part can then be subsequently repaired and moved to main good stock or scrapped, either way a stock transaction will have to be performed. Please refer to page 114 and page 330 for details on repairable parts and using repairable parts on a job.

1. From the **Stock replenishment** dialogue, click **Faulty returns** and the following is displayed

Stock replenishments

Select the appropriate option for the type of replenishment you want to perform

Engineer stock

Faulty returns

Process faulty returns

Part requests

Loan requests

Reordering

No replenishment option selected

Please select an option from the menu on the left

Reference: 2008.11.06/ADMIN/00050

Print Reports

2. Click **Process faulty returns** and the following is displayed

Stock replenishments

Select the appropriate option for the type of replenishment you want to perform

Engineer stock

Faulty returns

Process faulty returns

Part requests

Loan requests

Reordering

Faulty returns - Process faulty returns

Engineers:

Engineer
Peter Rushworth

Parts:

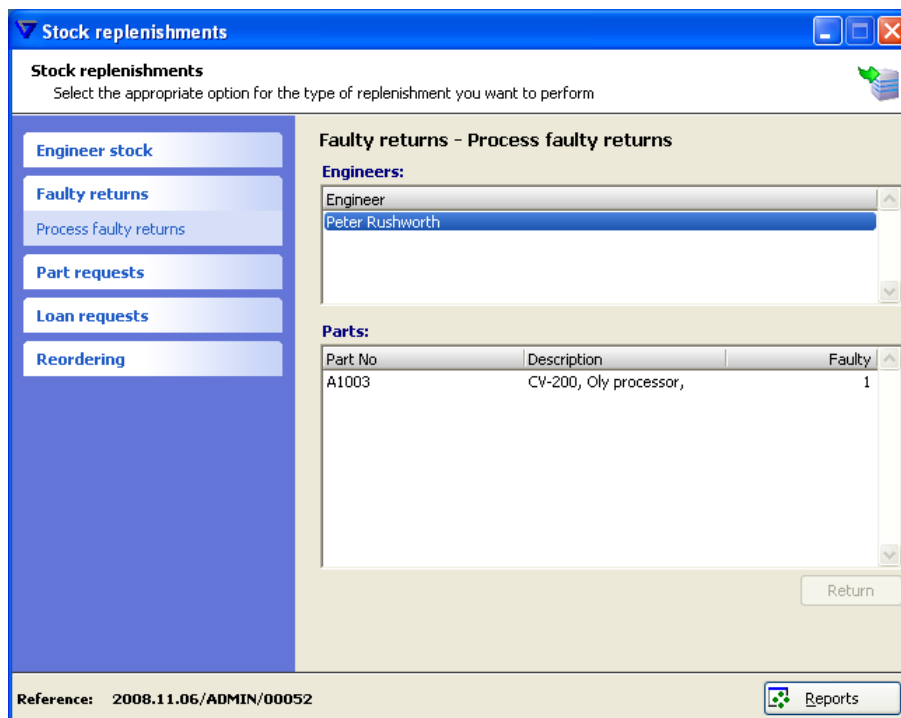
Part No	Description	Faulty
There are no items to show in this list		

Return

Reference: 2008.11.06/ADMIN/00052

Reports

- From the **Engineers** area, select the engineer. You can only select one engineer at a time.



Stock replenishments
Select the appropriate option for the type of replenishment you want to perform

Engineer stock

Faulty returns
Process faulty returns

Part requests

Loan requests

Reordering

Faulty returns - Process faulty returns

Engineers:

Engineer
Peter Rushworth

Parts:

Part No	Description	Faulty
A1003	CV-200, Oly processor,	1

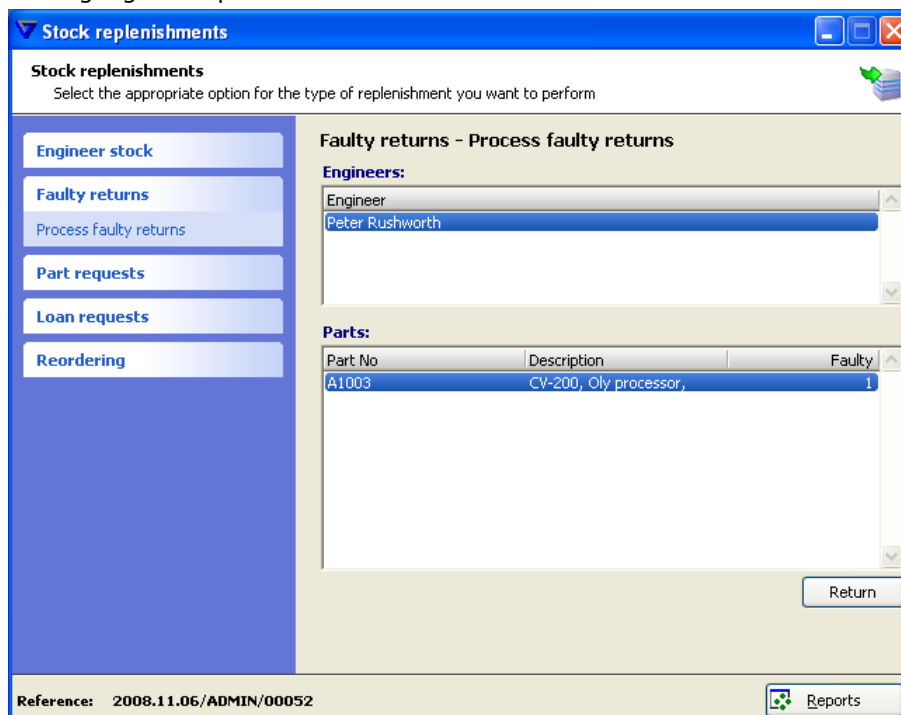
Return

Reference: 2008.11.06/ADMIN/00052

Reports

The list of parts requiring returning is calculated by checking completed jobs to see if the part has been marked as **Repairable** and if the original part is marked to be returned to engineer faulty stock.

- After an engineer is selected, the parts that require returning to main faulty stock are shown in the **Parts** viewing pane.
- The **Parts** viewing pane shows the Part number, the part description and the quantity in engineer faulty stock.
- Highlight the part to return



Stock replenishments
Select the appropriate option for the type of replenishment you want to perform

Engineer stock

Faulty returns
Process faulty returns

Part requests

Loan requests

Reordering

Faulty returns - Process faulty returns

Engineers:

Engineer
Peter Rushworth

Parts:

Part No	Description	Faulty
A1003	CV-200, Oly processor,	1

Return

Reference: 2008.11.06/ADMIN/00052

Reports



7. Before the part is moved to main faulty stock, it is held in engineer faulty stock, as shown below

Store	Owner	Source
DAVID MORRIS	DAVID MORRIS	Main stock
DELIVERY VAN	DELIVERY VAN	Main stock
Engineering team A	Engineering team A	Main stock
Engineering team B	Engineering team B	Main stock
IYSEDEN CHRISTIE	IYSEDEN CHRISTIE	Main stock
Jane Smedley	Jane Smedley	Main stock
Jason law	Jason law	Main stock
Peter Rushworth	Peter Rushworth	Main stock
Salesman One	Salesman One	Main stock
SERVICE CO	SERVICE CO	Main stock
Simulator	Simulator	Main stock
Sub-Contractor	Sub-Contractor	Main stock

Part No	Description	Good Qty	Faulty Qty	In transit
245000070	Objectives 2.45 0 @ 70	1	0	
2833070	Objectives 2.83 30 @ 70	2	0	
2MMG10055420	SS420 Ballbearing Gd100	2	0	
3282610	Optical Rods 0 3.28 x 2	1	0	
456	4.56 Storz Achromats	0	0	
46011000	No 1 Button 100 Series	9	0	
987FGYUI098	Large fan belt	1	0	
A02771170	Acromat	2	0	
A1003	CV-200, Oly processor,	0	1	
A1010	OTV-SX	10	0	
BELT12	Fan Belt	2	0	
BF-240	Insertion Tube BF-240	20	0	
BRV1000	VITON BENDING RUBBER	1	0	1

8. To move the part from engineer faulty stock to main faulty stock, click the **Return** button
9. If you have multiple main stores setup, the following will be displayed

10. Select the store to return the faulty part to and the click the **OK** button.
11. The part will be moved from engineer faulty stock to main faulty stock.
12. The part will be remain in the parts viewing pane, but the quantity will be zero.

13. The next step is to perform a stock transaction (see Stock Transactions on page 83).

- If the part can be repaired - Select **Faulty stock** from the **Where are the parts coming from?** drop-down list. Then in the **Where are the parts going to?**, select **Main stock**. Click **Next** and then click **Set quantity** and change the quantity, if required. Then click the **Perform transactions** button.
- If the part cannot be repaired and is going to be scrapped - Select **Faulty stock** from the **Where are the parts coming from?** drop-down list. Then in the **Where are the parts going to?**, select **None**. Click **Next** and then click **Set quantity** and change the quantity, if required. Then click the **Perform transactions** button.

Part requests

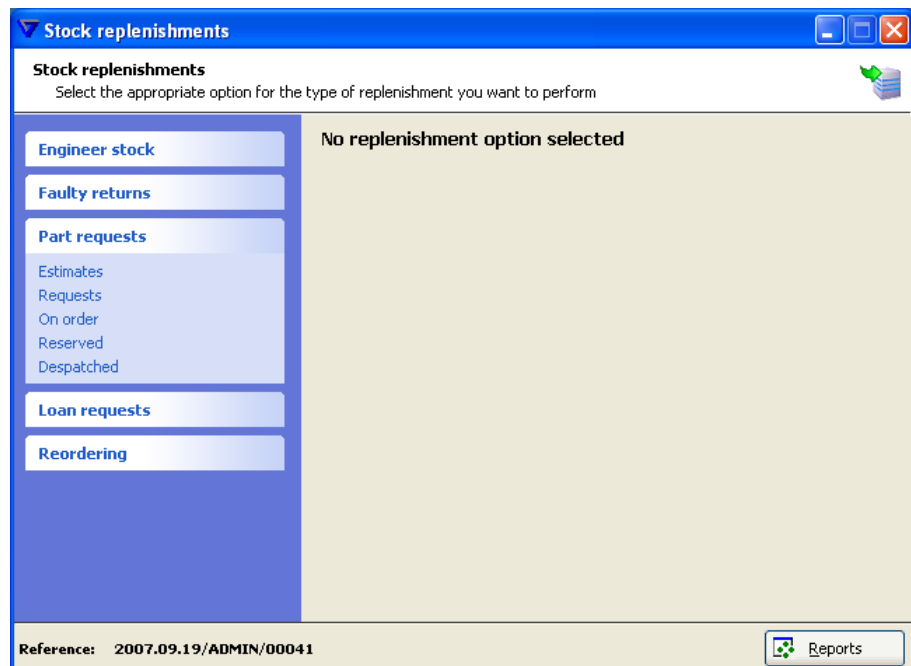
There are five types of views and these are

- **Estimates** - shows all jobs where an estimate is required or has had an estimate
- **Requests** - shows all jobs where there is requests for parts
- **On order** - shows all jobs where parts on order
- **Reserved** - shows all jobs where the parts have been reserved
- **Despatched** - shows all jobs where parts have been despatched

Part requests - Estimates

Whenever a part is added to a job and marked as an estimate (see page 334), Estimates can be used to produce a parts quotation.

1. From the **Stock replenishment** dialogue, click **Part requests** and the following is displayed





2. Click **Estimates** and the following is displayed

Stock replenishments
Select the appropriate option for the type of replenishment you want to perform

Engineer stock
Faulty returns
Part requests
Estimates
Requests
On order
Reserved
Despatched
Loan requests
Reordering

Part requests - Estimates

Jobs:

Job No	Customer	Engi	Logged
617	Vantage Computing In...	Jane Smedley	03/07/2007
661	Vantage Computing In...	Sub-Contra...	16/07/2007

Parts requested:

Part No	Description	In stock	Required
There are no items to show in this view			

Estimate Request Order Reserve Despatch
Select an alternative part

Reference: 2007.09.19/ADMIN/00041 Print Reports

The colour coding for the jobs in the **Jobs** area is as follows:

- **Black** - An estimate still needs to be produced
- **Magenta** - An estimate has been produced

3. From the **Jobs** area, select the job. You can only select one job at a time.

Stock replenishments
Select the appropriate option for the type of replenishment you want to perform

Engineer stock
Faulty returns
Part requests
Estimates
Requests
On order
Reserved
Despatched
Loan requests
Reordering

Part requests - Estimates

Jobs:

Job No	Customer	Engi	Logged
617	Vantage Computing In...	Jane Smedley	03/07/2007
661	Vantage Computing In...	Sub-Contra...	16/07/2007

Parts requested:

Part No	Description	In stock	Required
GH114200	S Plate P20S	3	1

Estimate Request Order Reserve Despatch
Select an alternative part

Reference: 2007.09.19/ADMIN/00041 Print Reports

The list of parts requiring estimates is calculated by checking completed jobs to see if the part has been marked as **Estimate**.

- After a job is selected, the parts that require estimates are shown in the **Parts** viewing pane.
- The **Parts** viewing pane shows the Part number, the part description, quantity in main stock and the quantity required for the estimate.
- Highlight the part to estimate

Stock replenishments

Select the appropriate option for the type of replenishment you want to perform

Engineer stock

Faulty returns

Part requests

Estimates

Requests

On order

Reserved

Despatched

Loan requests

Reordering

Part requests - Estimates

Jobs:

Job No	Customer	Engi	Logged
617	Vantage Computing In...	Jane Smedley	03/07/2007
661	Vantage Computing In...	Sub-Contra...	16/07/2007

Parts requested:

Part No	Description	In stock	Required
GH114200	S Plate P20S	3	1

Estimate Request Order Reserve Despatch

Select an alternative part

Reference: 2007.09.19/ADMIN/00041

Print Reports

7. To produce a parts quotation (estimate), click the **Estimate** button and the following will be displayed

Accent

100% Total:1 100% 1 of 1

JOB PARTS QUOTATION

Job No. 854 Order No.

Date. 08 Jul 2008 Engineer. Peter Rushworth

Test Company Plc
Meadway Technology Park
2 Meadway Court
Stevenage
Herts
SG1 2Ef

Tel. 01438 315200
Fax. 01438 315201

Deliver To.

Service Point Ltd
Calms Way
New England Road
Ware
Herts
SG12 4EQ

Item.

4564356356

Location.

VAN061

Qty	Part No	Description	Unit Am t	Total Am t
1	HD500	500GB Hard disk	200.00	200.00

8. Print the quotation and then send this you your customer.
9. The job colour now changes to **Magenta** to indicate that this job has had an estimate raised.
10. If the customer subsequently orders this part, you will need to request the part by highlighting the job and part.



Stock replenishments

Select the appropriate option for the type of replenishment you want to perform

Engineer stock

Faulty returns

Part requests

Estimates
Requests
On order
Reserved
Despatched

Loan requests

Reordering

Part requests - Estimates

Jobs:

Job No	Customer	Engi	Logged
617	Vantage Computing In...	Jane Smedley	03/07/2007
661	Vantage Computing In...	Sub-Contra...	16/07/2007

Parts requested:

Part No	Description	In stock	Required
GH114200	S Plate P20S	3	1

Estimate Request Order Reserve Despatch

Select an alternative part

Reference: 2007.09.19/ADMIN/00041

Print Reports

11. Click the **requests** button.

Stock replenishments

Select the appropriate option for the type of replenishment you want to perform

Engineer stock

Faulty returns

Part requests

Estimates
Requests
On order
Reserved
Despatched

Loan requests

Reordering

Part requests - Estimates

Jobs:

Job No	Customer	Engi	Logged
617	Vantage Computing In...	Jane Smedley	03/07/2007

Parts requested:

Part No	Description	In stock	Required
There are no items to show in this view			

Estimate Request Order Reserve Despatch

Select an alternative part

Reference: 2007.09.19/ADMIN/00041

Print Reports

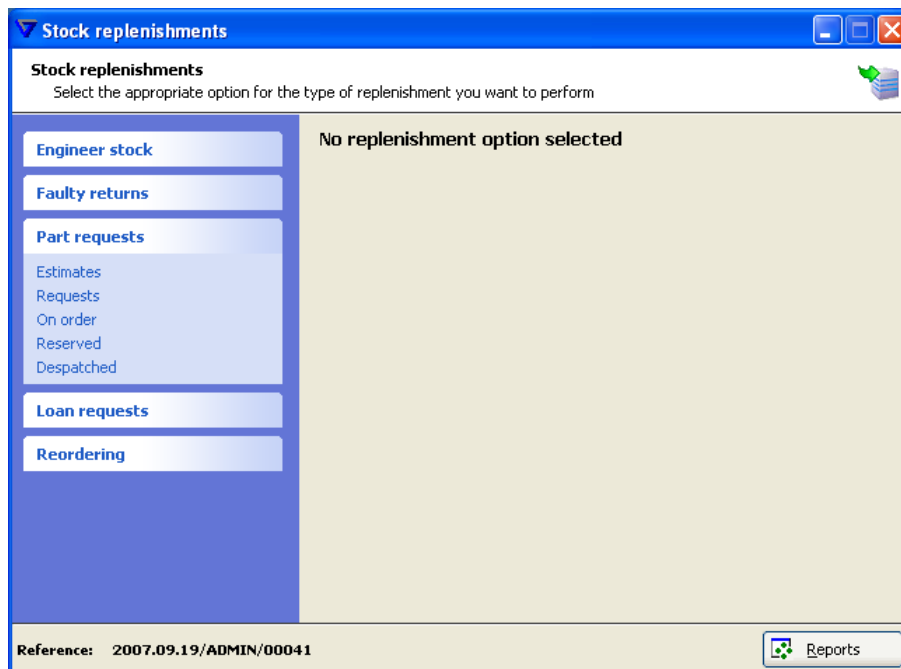
12. The job and part are moved from the estimates dialogue to the requests dialogue.

13. Please refer to the following section.

Part requests - Requests

Whenever a part is added to a job and marked as request this part (see page 336), Requests shows these parts and from here they can be ordered, reserved and despatched.

1. From the **Stock replenishment** dialogue, click **Part requests** and the following is displayed



Stock replenishments

Select the appropriate option for the type of replenishment you want to perform

Engineer stock

Faulty returns

Part requests

Estimates

Requests

On order

Reserved

Despatched

Loan requests

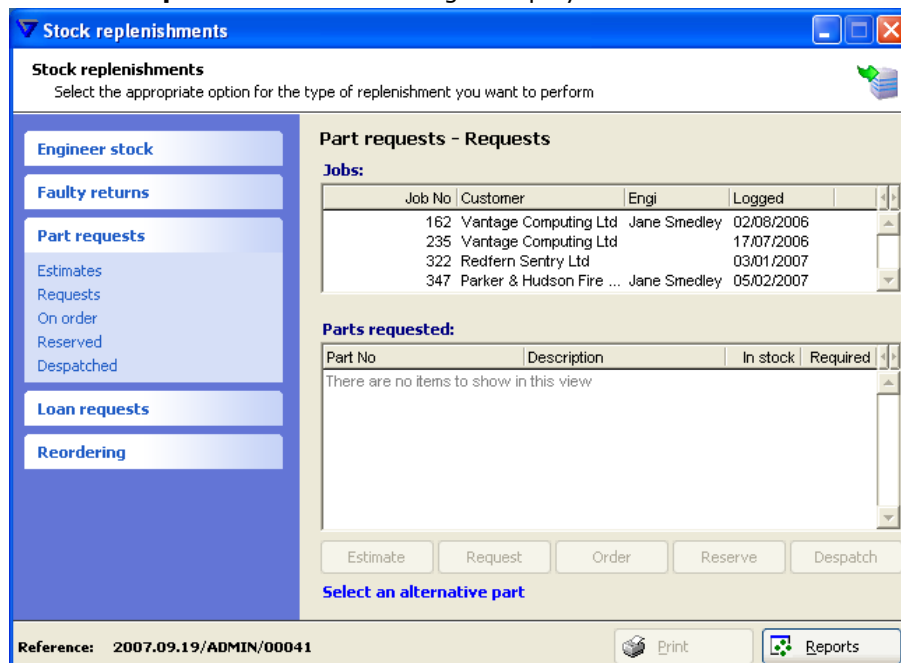
Reordering

No replenishment option selected

Reference: 2007.09.19/ADMIN/00041

Reports

2. Click **Requests** and the following is displayed



Stock replenishments

Select the appropriate option for the type of replenishment you want to perform

Engineer stock

Faulty returns

Part requests

Estimates

Requests

On order

Reserved

Despatched

Loan requests

Reordering

Part requests - Requests

Jobs:

Job No	Customer	Engi	Logged
162	Vantage Computing Ltd	Jane Smedley	02/08/2006
235	Vantage Computing Ltd		17/07/2006
322	Redfern Sentry Ltd		03/01/2007
347	Parker & Hudson Fire ...	Jane Smedley	05/02/2007

Parts requested:

Part No	Description	In stock	Required
There are no items to show in this view			

Estimate Request Order Reserve Despatch

Select an alternative part

Reference: 2007.09.19/ADMIN/00041

Print Reports

There are three main processes

- **Order** - see page 105
- **Reserve** - see page 109
- **Despatch** - see page 112



To Order a part

1. From the **Jobs** area, select the job. You can only select one job at a time.

Stock replenishments
Select the appropriate option for the type of replenishment you want to perform

Engineer stock

Faulty returns

Part requests

Estimates
Requests
On order
Reserved
Despatched

Loan requests

Reordering

Part requests - Requests

Jobs:

Job No	Customer	Engi	Logged
162	Vantage Computing Ltd	Jane Smedley	02/08/2006
235	Vantage Computing Ltd		17/07/2006
322	Redfern Sentry Ltd		03/01/2007
347	Parker & Hudson Fire ...	Jane Smedley	05/02/2007

Parts requested:

Part No	Description	In stock	Required
456	4.56 Storz Achromats	0	1
fredjones	a fred part	0	1

Estimate Request Order Reserve Despatch

Select an alternative part

Reference: 2007.09.19/ADMIN/00041

Print Reports

2. After a job is selected, the parts that have been requested are shown in the **Parts** viewing pane.
3. The **Parts** viewing pane shows the Part number, the part description, the quantity in main stock and the quantity required.
4. Highlight the part.

Stock replenishments
Select the appropriate option for the type of replenishment you want to perform

Engineer stock

Faulty returns

Part requests

Estimates
Requests
On order
Reserved
Despatched

Loan requests

Reordering

Part requests - Requests

Jobs:

Job No	Customer	Engi	Logged
235	Vantage Computing Ltd		17/07/2006
322	Redfern Sentry Ltd		03/01/2007
347	Parker & Hudson Fire ...	Jane Smedley	05/02/2007
661	Vantage Computing In...	Sub-Contra...	16/07/2007

Parts requested:

Part No	Description	In stock	Required
456	4.56 Storz Achromats	0	1
fredjones	a fred part	0	1

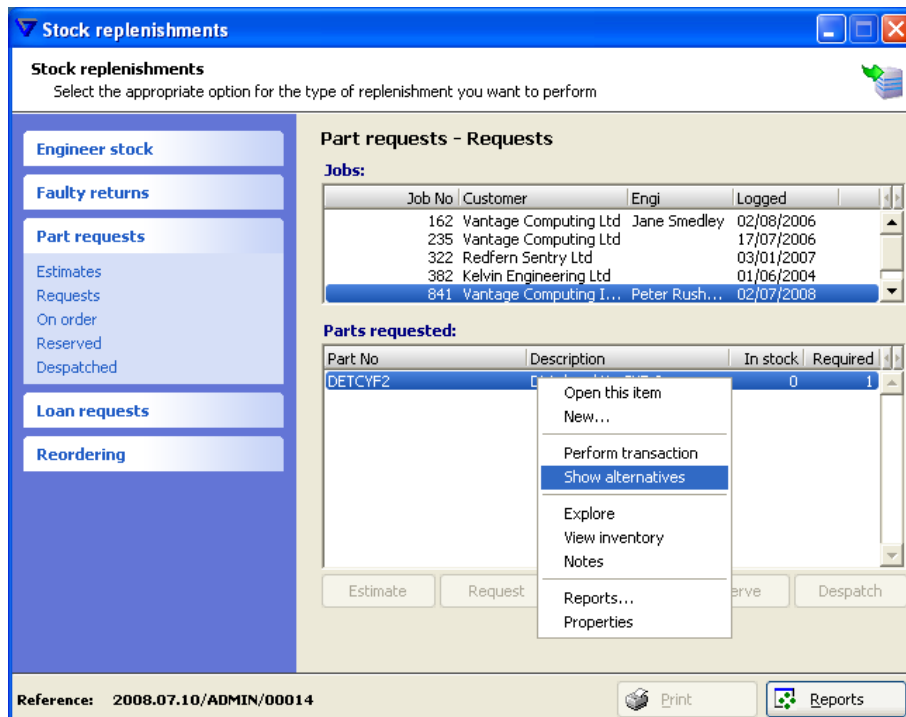
Estimate Request Order Reserve Despatch

Select an alternative part

Reference: 2007.09.19/ADMIN/00041

Print Reports

5. As there is insufficient stock, the part will have to be ordered before it can be reserved and despatched.
6. An alternative part that could be supplied, may be available, right click the part



Stock replenishments
Select the appropriate option for the type of replenishment you want to perform

Engineer stock

Faulty returns

Part requests

Estimates
Requests
On order
Reserved
Despatched

Loan requests

Reordering

Part requests - Requests

Jobs:

Job No	Customer	Engi	Logged
162	Vantage Computing Ltd	Jane Smedley	02/08/2006
235	Vantage Computing Ltd		17/07/2006
322	Redfern SENTRY Ltd		03/01/2007
382	Kelvin Engineering Ltd		01/06/2004
841	Vantage Computing I...	Peter Rush...	02/07/2008

Parts requested:

Part No	Description	In stock	Required
DETCYF2		0	1

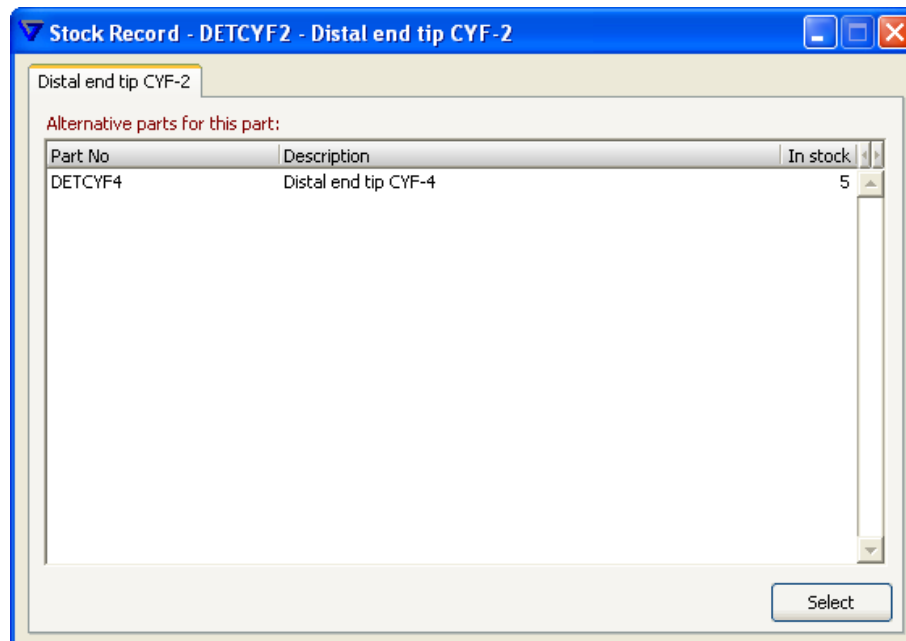
Open this item
New...
Perform transaction
Show alternatives
Explore
View inventory
Notes
Reports...
Properties

Estimate Request Reserve Despatch

Reference: 2008.07.10/ADMIN/00014

Print Reports

7. Click **Show alternative** and the following will be displayed



Stock Record - DETCYF2 - Distal end tip CYF-2

Distal end tip CYF-2

Alternative parts for this part:

Part No	Description	In stock
DETCYF4	Distal end tip CYF-4	5

Select

8. If there is sufficient stock and this part is acceptable, highlight the alternative and click the **Select** button. The request dialogue will be re-displayed and the alternative part selected will replace the original part on the request.



Stock replenishments

Select the appropriate option for the type of replenishment you want to perform

Engineer stock

Faulty returns

Part requests

Estimates
Requests
On order
Reserved
Despatched

Loan requests

Reordering

Part requests - Requests

Jobs:

Job No	Customer	Engi	Logged
235	Vantage Computing Ltd		17/07/2006
322	Redfern Sentry Ltd		03/01/2007
347	Parker & Hudson Fire ...	Jane Smedley	05/02/2007
661	Vantage Computing In...	Sub-Contra...	16/07/2007

Parts requested:

Part No	Description	In stock	Required
456	4.56 Storz Achromats	0	1
A1006	CLV-U20,Oly light sourc	1	1

Estimate Request **Order** Reserve Despatch

Select an alternative part

Reference: 2007.09.19/ADMIN/00041

Print Reports

9. The next step for this item will be to **Reserve** it, please refer to page 109 for further details on reserving parts.

Stock replenishments

Select the appropriate option for the type of replenishment you want to perform

Engineer stock

Faulty returns

Part requests

Estimates
Requests
On order
Reserved
Despatched

Loan requests

Reordering

Part requests - Requests

Jobs:

Job No	Customer	Engi	Logged
235	Vantage Computing Ltd		17/07/2006
322	Redfern Sentry Ltd		03/01/2007
347	Parker & Hudson Fire ...	Jane Smedley	05/02/2007
661	Vantage Computing In...	Sub-Contra...	16/07/2007

Parts requested:

Part No	Description	In stock	Required
456	4.56 Storz Achromats	0	1
A1006	CLV-U20,Oly light sourc	1	1

Estimate Request **Order** Reserve Despatch

Select an alternative part

Reference: 2007.09.19/ADMIN/00041

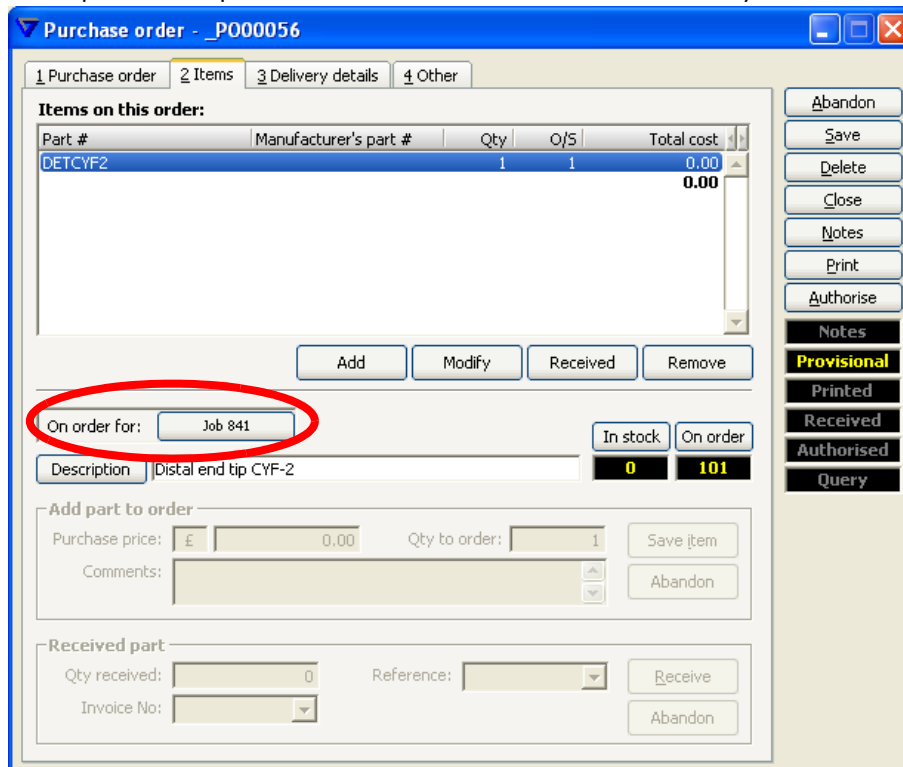
Print Reports

10. Click the **Order** button.



If there is insufficient stock, the purchase order will be raised for the whole quantity required. For example, the requested quantity is 5, but there is only 3 in main stock. The purchase order will be raised for 5 not 2.

11. A provisional purchase order will be created automatically.



Purchase order - _P000056

1 Purchase order 2 Items 3 Delivery details 4 Other

Items on this order:

Part #	Manufacturer's part #	Qty	Q/S	Total cost
DETCYF2		1	1	0.00
				0.00

Buttons: Add, Modify, Received, Remove

On order for: **Job 841** (circled in red)

Description: Distal end tip CYF-2

In stock: 0 On order: 101

Add part to order:

Purchase price: £ 0.00 Qty to order: 1 Save item

Comments:

Abandon

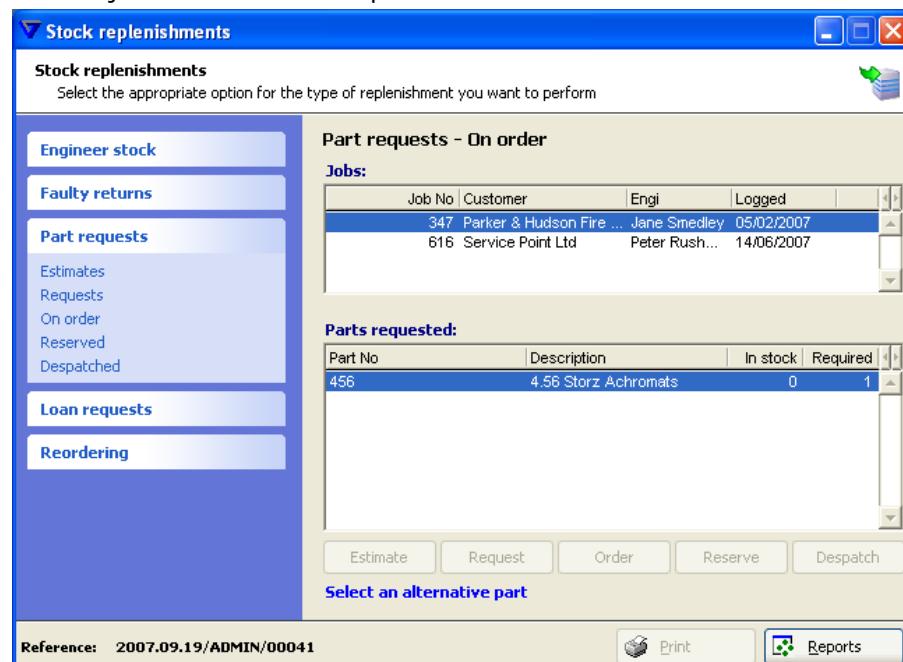
Received part:

Qty received: 0 Reference: Receive

Invoice No: Abandon

Right-hand menu: Abandon, Save, Delete, Close, Notes, Print, Authorise, Notes, **Provisional**, Printed, Received, Authorised, Query

12. Please refer to Authorising A Provisional Order on page 610 and Receiving Parts/Consumables on page 621 for further details on how to authorise and receive the purchase order.
13. The item tab on the purchase order shows which job the part has been ordered for.
14. The job is moved from request to On order.



Stock replenishments

Select the appropriate option for the type of replenishment you want to perform

Engineer stock

Faulty returns

Part requests

Estimates

Requests

On order

Reserved

Despatched

Loan requests

Reordering

Part requests - On order

Jobs:

Job No	Customer	Engi	Logged
347	Parker & Hudson Fire ...	Jane Smedley	05/02/2007
616	Service Point Ltd	Peter Rush...	14/06/2007

Parts requested:

Part No	Description	In stock	Required
456	4.56 Storz Achromats	0	1

Buttons: Estimate, Request, Order, Reserve, Despatch

Select an alternative part

Reference: 2007.09.19/ADMIN/00041

Print Reports

15. When the parts are received against the purchase order, the job is moved from the on order view to the reserve view.



To Reserve a part

1. From the **Jobs** area, select the job. You can only select one job at a time.

Stock replenishments
Select the appropriate option for the type of replenishment you want to perform

Engineer stock
Faulty returns
Part requests
Estimates
Requests
On order
Reserved
Despatched
Loan requests
Reordering

Part requests - Requests

Jobs:

Job No	Customer	Engi	Logged
162	Vantage Computing Ltd	Jane Smedley	02/08/2006
235	Vantage Computing Ltd		17/07/2006
322	Redfern Sentry Ltd		03/01/2007
347	Parker & Hudson Fire ...	Jane Smedley	05/02/2007

Parts requested:

Part No	Description	In stock	Required
456	4.56 Storz Achromats	0	1
fredjones	a fred part	0	1

Estimate Request Order Reserve Despatch

Select an alternative part

Reference: 2007.09.19/ADMIN/00041

Print Reports

2. After a job is selected, the parts that have been requested are shown in the **Parts** viewing pane.
3. The **Parts** viewing pane shows the part number, the part description, the quantity in main stock and the quantity required.
4. Highlight the part.

Stock replenishments
Select the appropriate option for the type of replenishment you want to perform

Engineer stock
Faulty returns
Part requests
Estimates
Requests
On order
Reserved
Despatched
Loan requests
Reordering

Part requests - Requests

Jobs:

Job No	Customer	Engi	Logged
162	Vantage Computing Ltd	Jane Smedley	02/08/2006
235	Vantage Computing Ltd		17/07/2006
322	Redfern Sentry Ltd		03/01/2007
347	Parker & Hudson Fire ...	Jane Smedley	05/02/2007

Parts requested:

Part No	Description	In stock	Required
A1006	CLV-U20,Oly light sourc	1	1

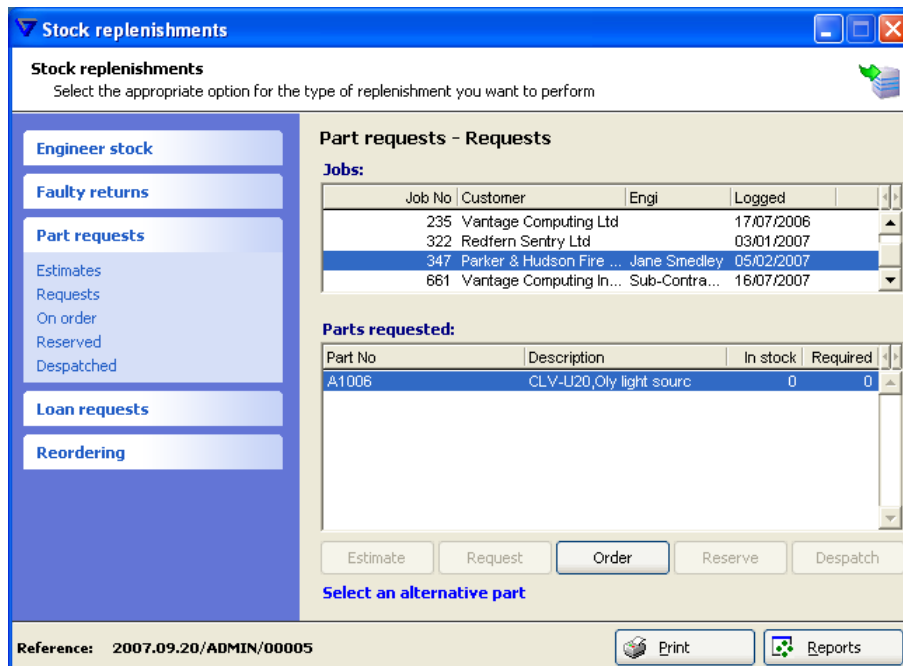
Estimate Request Order Reserve Despatch

Select an alternative part

Reference: 2007.09.20/ADMIN/00004

Print Reports

5. As there is sufficient stock, the part has to be reserved before it can be despatched.
6. If required, an alternative part could be supplied, Click **Select an alternative part** and select the alternative, if one is available.

7. Click the **Reserve** button


Stock replenishments

Select the appropriate option for the type of replenishment you want to perform

Engineer stock

Faulty returns

Part requests

Estimates
Requests
On order
Reserved
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Loan requests

Reordering

Part requests - Requests

Jobs:

Job No	Customer	Engi	Logged
235	Vantage Computing Ltd		17/07/2006
322	Redfern Sentry Ltd		03/01/2007
347	Parker & Hudson Fire ... Jane Smedley		05/02/2007
661	Vantage Computing In... Sub-Contra...		16/07/2007

Parts requested:

Part No	Description	In stock	Required
A1006	CLV-U20,Oly light sourc	0	0

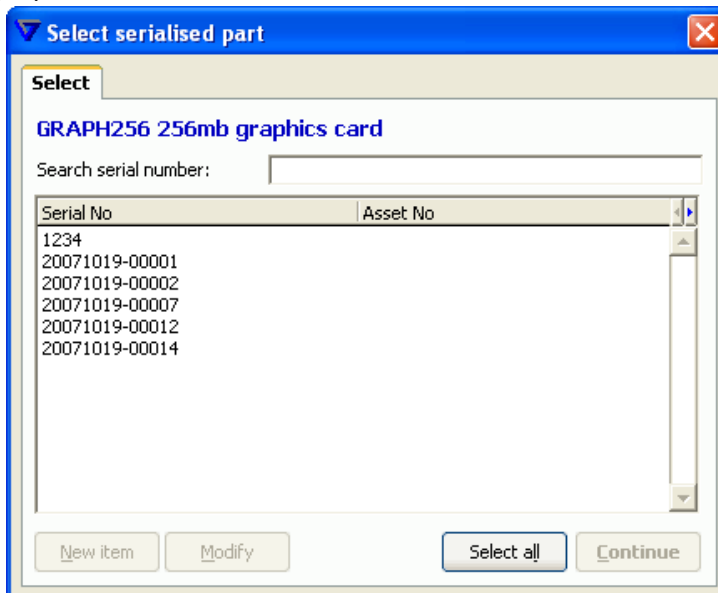
Estimate Request **Order** Reserve Despatch

Select an alternative part

Reference: 2007.09.20/ADMIN/00005

Print Reports

8. If the item being reserved is a serialised part, the following will be displayed



Select serialised part

Select

GRAPH256 256mb graphics card

Search serial number:

Serial No	Asset No
1234	
20071019-00001	
20071019-00002	
20071019-00007	
20071019-00012	
20071019-00014	

New item Modify **Select all** Continue



9. Select the serial number of the serialised part to be reserved

Select serialised part

Select

GRAPH256 256mb graphics card

Search serial number:

Serial No	Asset No
1234	
20071019-00001	
20071019-00002	
20071019-00007	
20071019-00012	
20071019-00014	

New item Modify Select all Continue

10. Click **Continue**

11. The quantity in stock is reduced by the amount required and the amount required is reduced to zero.

12. The job is now moved to the Reserved view, ready for despatching

13. The job is updated to reflect that the parts are now available.

Parts for job - 382

Part No	Description	Qty	Status
BELT12	Fan Belt	1	Parts available

Add part Modify Remove

Details

Select part

Part No:

Description:

Qty:

Unit price:

Discount: %

Unit cost:

Your ref:

Returns ref:

Order No:

Despatch note:

Consignment:

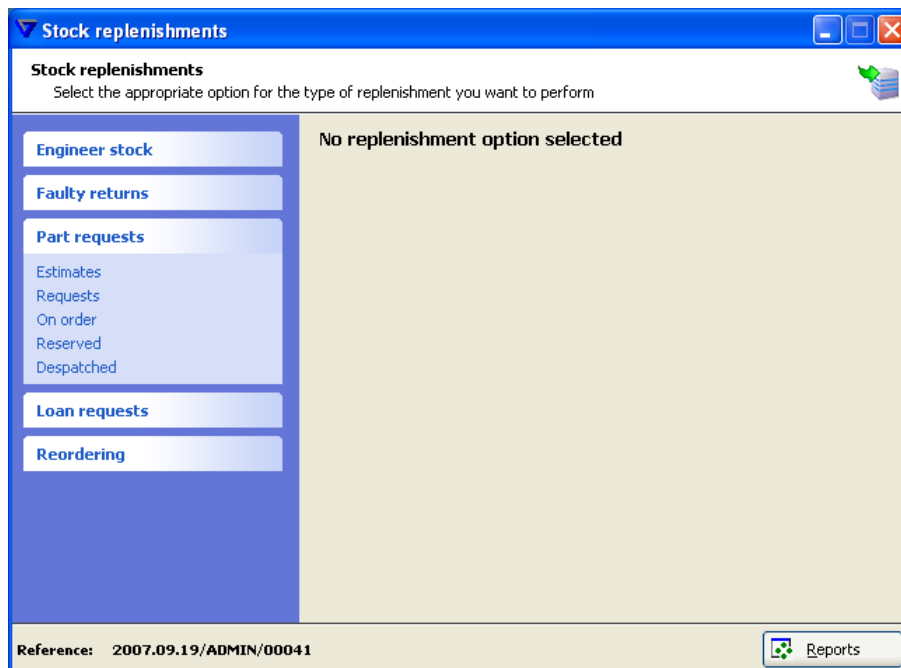
☐ Estimate only
☐ This part has been used
☐ Request this part

☐ Replenish this part

Save Abandon

To Despatch a part

1. From the **Stock replenishment** dialogue, click **Part requests** and the following is displayed



Stock replenishments

Select the appropriate option for the type of replenishment you want to perform

Engineer stock

Faulty returns

Part requests

Estimates
Requests
On order
Reserved
Despatched

Loan requests

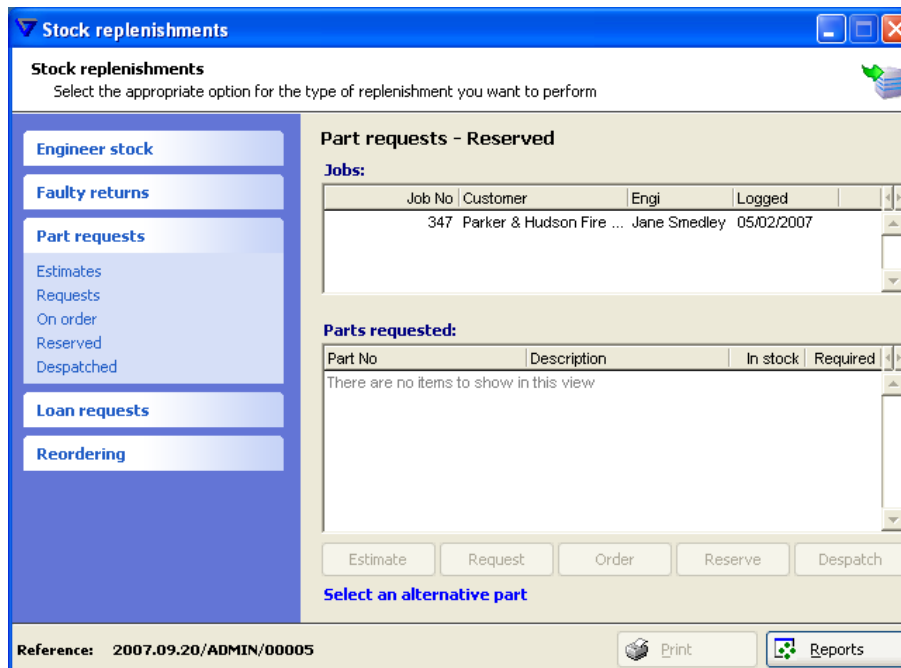
Reordering

No replenishment option selected

Reference: 2007.09.19/ADMIN/00041

Reports

2. Click **Reserved** and the following is displayed



Stock replenishments

Select the appropriate option for the type of replenishment you want to perform

Engineer stock

Faulty returns

Part requests

Estimates
Requests
On order
Reserved
Despatched

Loan requests

Reordering

Part requests - Reserved

Jobs:

Job No	Customer	Engi	Logged
347	Parker & Hudson Fire ...	Jane Smedley	05/02/2007

Parts requested:

Part No	Description	In stock	Required
There are no items to show in this view			

Estimate Request Order Reserve Despatch

Select an alternative part

Reference: 2007.09.20/ADMIN/00005

Print Reports



- From the **Jobs** area, select the job. You can only select one job at a time.

Stock replenishments
Select the appropriate option for the type of replenishment you want to perform

Engineer stock
Faulty returns
Part requests
Estimates
Requests
On order
Reserved
Despatched
Loan requests
Reordering

Part requests - Reserved

Jobs:

Job No	Customer	Engi	Logged
347	Parker & Hudson Fire ...	Jane Smedley	05/02/2007

Parts requested:

Part No	Description	In stock	Required
456	4.56 Storz Achromats	0	1
A1006	CLV-U20,Oly light sourc	0	1

Estimate Request Order Reserve Despatch

Select an alternative part

Reference: 2007.09.20/ADMIN/00005 Print Reports

- After a job is selected, the parts that are ready to be despatched are shown in the **Parts** viewing pane.
- The **Parts** viewing pane shows the part number, the part description, the quantity in main stock and the quantity required.
- Highlight the part.

Stock replenishments
Select the appropriate option for the type of replenishment you want to perform

Engineer stock
Faulty returns
Part requests
Estimates
Requests
On order
Reserved
Despatched
Loan requests
Reordering

Part requests - Reserved

Jobs:

Job No	Customer	Engi	Logged
347	Parker & Hudson Fire ...	Jane Smedley	05/02/2007

Parts requested:

Part No	Description	In stock	Required
456	4.56 Storz Achromats	0	1
A1006	CLV-U20,Oly light sourc	0	1

Estimate Request Order Reserve Despatch

Select an alternative part

Reference: 2007.09.20/ADMIN/00005 Print Reports

- To select more than one part to despatch, press and hold **Control** and then click the parts to despatch.

Stock replenishments

Select the appropriate option for the type of replenishment you want to perform

Engineer stock

Faulty returns

Part requests

Estimates
Requests
On order
Reserved
Despatched

Loan requests

Reordering

Part requests - Reserved

Jobs:

Job No	Customer	Engi	Logged
347	Parker & Hudson Fire ...	Jane Smedley	05/02/2007

Parts requested:

Part No	Description	In stock	Required
456	4.56 Storz Achromats	0	1
A1006	CLV-U20,Oly light sourc	0	1

Estimate Request Order Reserve **Despatch**

Select an alternative part

Reference: 2007.09.20/ADMIN/00005

Print Reports

8. Click the **Despatch** button and the following will be displayed

Service Accent

How do you want to despatch this item?

Bike
Courier
Van

OK Cancel

9. Select the method of despatch and click **OK**. The following will be displayed

Consignment note wizard

Print a consignment note for 2 item(s)

Enter the details of the consignment

Consignment #:

Number of boxes:

Total weight:

Delivery method:

Date: 20/09/2007

< Back Next > Cancel



10. If a consignment note is not required, click the **Cancel** button.
11. If a consignment note is required, the following information needs to be completed

Consignment# - enter a unique consignment note number.

Number of boxes - enter the number of boxes, the default is 1.

Total weigh - enter the total weight of the boxes.

Delivery method - select the delivery method

Consignment note wizard

Print a consignment note for 2 item(s)

Enter the details of the consignment

Consignment #: 123456789

Number of boxes: 1

Total weight: 12

Delivery method: Courier

Date: 20/09/2007

< Back Next > Cancel

12. Click the **Next** button

Consignment note wizard

Print a consignment note for 2 item(s)

Select consignment notes to print

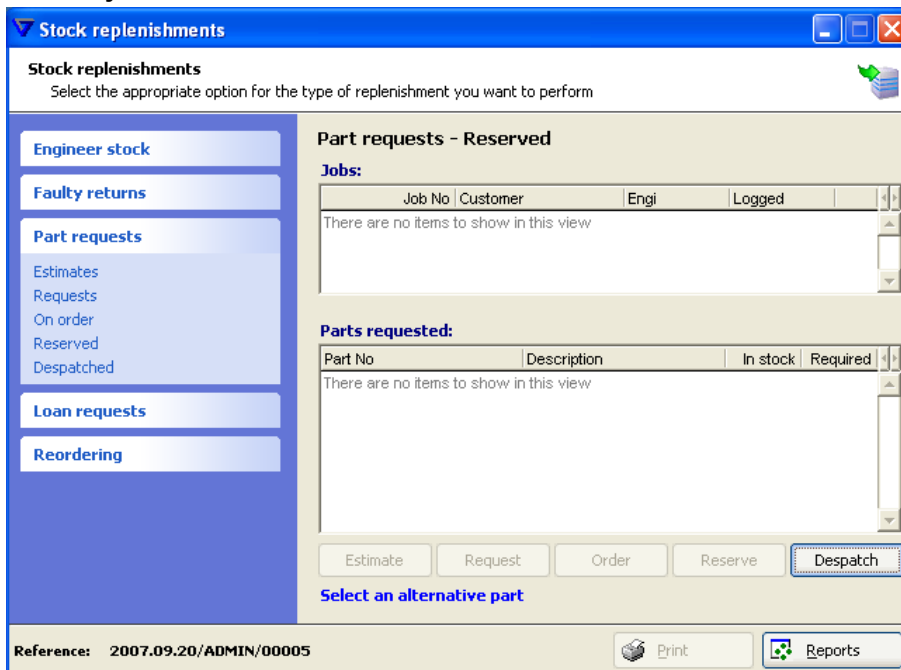
Print consignment note
Print consignment labels

Click Next to print the selected consignment notes

< Back Next > Cancel

13. Select the consignment notes to print, consignment note and/or consignment label.
14. Click the **Next** button and the selected consignment notes will be printed.
15. You will then be prompted to print a despatch note, click the **Yes** button to print a despatch note.

16. The job is then moved from the reserved view



Stock replenishments
Select the appropriate option for the type of replenishment you want to perform

Engineer stock

Faulty returns

Part requests

Estimates
Requests
On order
Reserved
Despatched

Loan requests

Reordering

Part requests - Reserved

Jobs:

Job No	Customer	Engi	Logged
There are no items to show in this view			

Parts requested:

Part No	Description	In stock	Required
There are no items to show in this view			

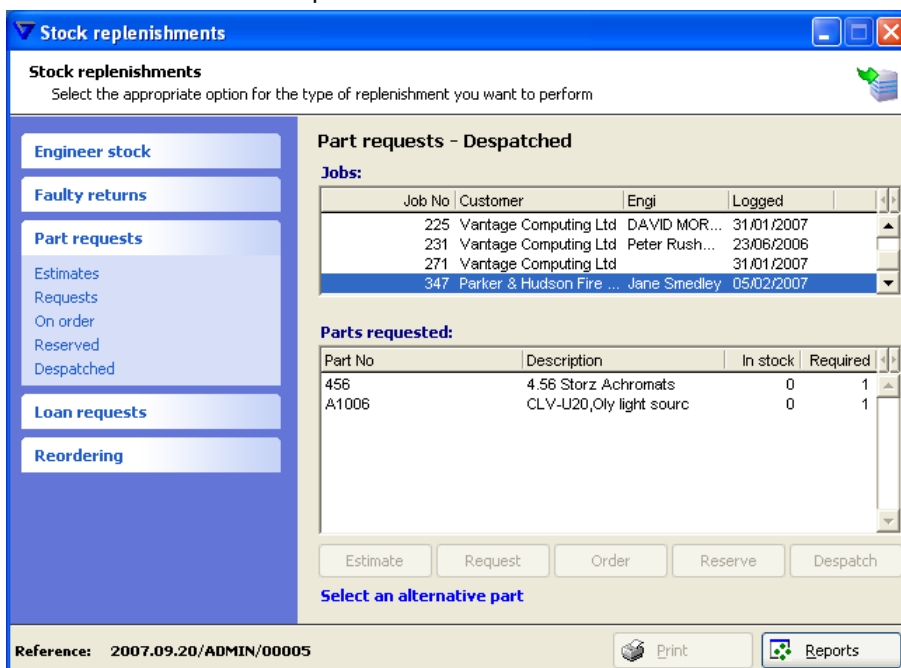
Estimate Request Order Reserve **Despatch**

Select an alternative part

Reference: 2007.09.20/ADMIN/00005

Print Reports

17. and is now in the despatched view



Stock replenishments
Select the appropriate option for the type of replenishment you want to perform

Engineer stock

Faulty returns

Part requests

Estimates
Requests
On order
Reserved
Despatched

Loan requests

Reordering

Part requests - Despatched

Jobs:

Job No	Customer	Engi	Logged
225	Vantage Computing Ltd	DAVID MOR...	31/01/2007
231	Vantage Computing Ltd	Peter Rush...	23/06/2006
271	Vantage Computing Ltd		31/01/2007
347	Parker & Hudson Fire ...	Jane Smedley	05/02/2007

Parts requested:

Part No	Description	In stock	Required
456	4.56 Storz Achromats	0	1
A1006	CLV-U20,Oly light sourc	0	1

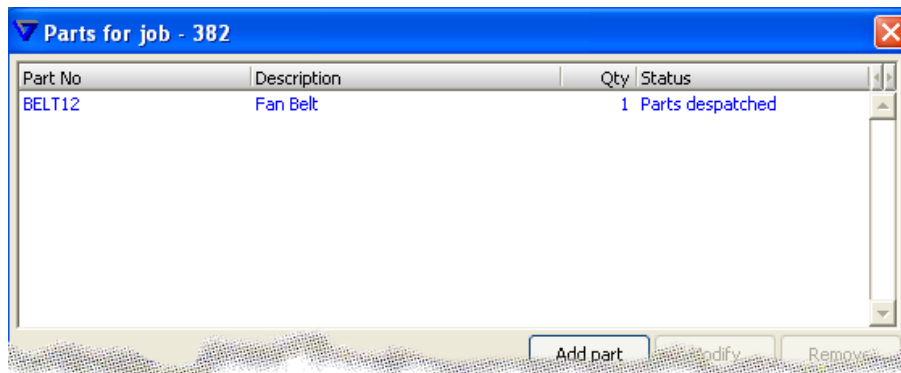
Estimate Request Order Reserve Despatch

Select an alternative part

Reference: 2007.09.20/ADMIN/00005

Print Reports

18. The job is updated to reflect that the parts have been despatched



Parts for job - 382

Part No	Description	Qty	Status
BELT12	Fan Belt	1	Parts despatched

Add part Modify Remove



Loan requests

There are five types of views and these are

- **Requested** - shows all loans that have been requested
- **Reserved** - shows all loans that are reserved
- **Installed** - shows all loans that are installed
- **Collected** - shows all loans that have been collected
- **Returned** - shows all loans that have been returned to loan stock

Loan requests - Requested

1. From the **Stock replenishment** dialogue, click **Loan requests** and the following is displayed

Stock replenishments

Select the appropriate option for the type of replenishment you want to perform

Engineer stock

Faulty returns

Part requests

Loan requests

Requested

Reserved

Installed

Collected

Returned

Reordering

No replenishment option selected

Reference: 2007.09.20/ADMIN/00005

Print Reports

2. Click **Requested** and the following is displayed

Stock replenishments

Select the appropriate option for the type of replenishment you want to perform

Engineer stock

Faulty returns

Part requests

Loan requests

Requested

Reserved

Installed

Collected

Returned

Reordering

Loan requests - Requested

Jobs:

Job No	Customer	Engi	Logged
38	Vantage Computing Intern...	DAVID MORRIS	20/07/2004
248	Service Point Ltd	Peter Rushw...	27/07/2006
663	Line Electrical Ltd		30/07/2007

Loans on job:

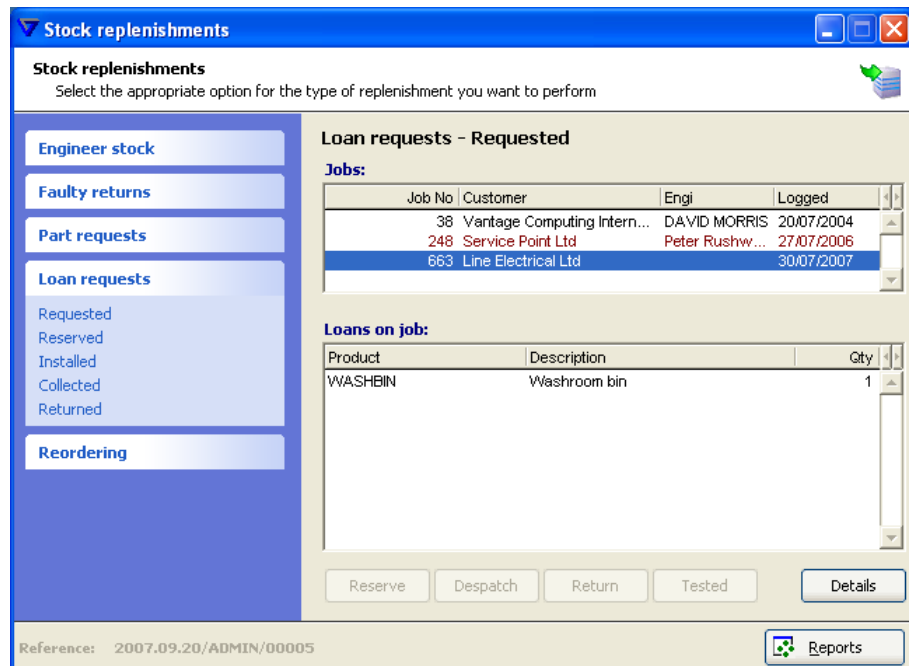
Product	Description	Qty
There are no items to show in this view		

Reserve Despatch Return Tested Details

Reference: 2007.09.20/ADMIN/00005

Reports

- From the **Jobs** area, select the job. You can only select one job at a time.



Stock replenishments
Select the appropriate option for the type of replenishment you want to perform

Engineer stock
Faulty returns
Part requests
Loan requests
Requested
Reserved
Installed
Collected
Returned
Reordering

Loan requests - Requested

Jobs:

Job No	Customer	Engi	Logged
38	Vantage Computing Intern...	DAVID MORRIS	20/07/2004
248	Service Point Ltd	Peter Rushw...	27/07/2006
663	Line Electrical Ltd		30/07/2007

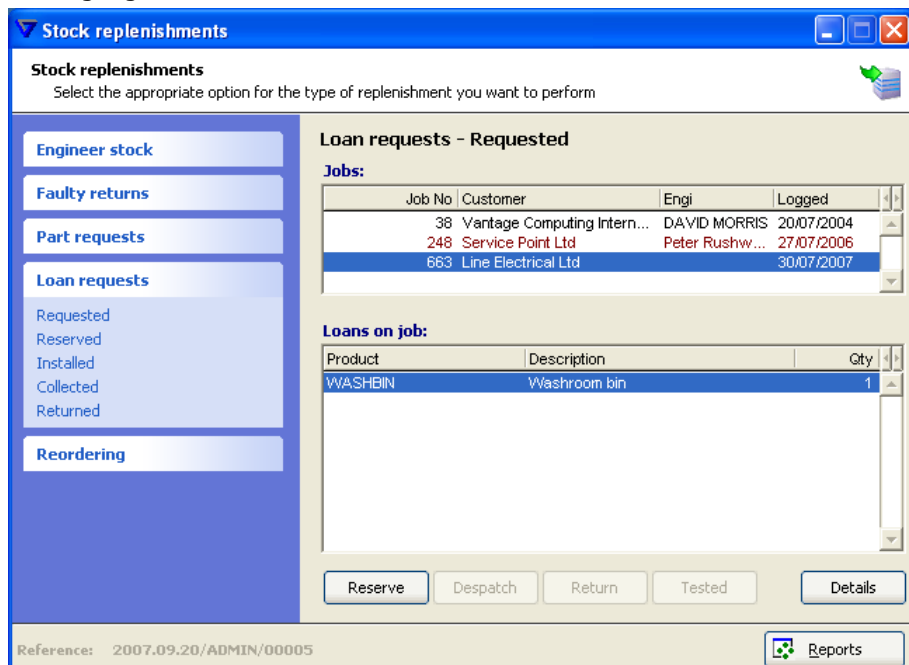
Loans on job:

Product	Description	Qty
WASHBIN	Washroom bin	1

Reserve Despatch Return Tested Details

Reference: 2007.09.20/ADMIN/00005 Reports

- After a job is selected, the loans that are required are shown in the **Loans on jobs** viewing pane.
- The **Loans on jobs** viewing pane shows the product, the product description and the quantity required.
- Highlight the item.



Stock replenishments
Select the appropriate option for the type of replenishment you want to perform

Engineer stock
Faulty returns
Part requests
Loan requests
Requested
Reserved
Installed
Collected
Returned
Reordering

Loan requests - Requested

Jobs:

Job No	Customer	Engi	Logged
38	Vantage Computing Intern...	DAVID MORRIS	20/07/2004
248	Service Point Ltd	Peter Rushw...	27/07/2006
663	Line Electrical Ltd		30/07/2007

Loans on job:

Product	Description	Qty
WASHBIN	Washroom bin	1

Reserve Despatch Return Tested Details

Reference: 2007.09.20/ADMIN/00005 Reports

- Click the **Details** button to see details of the loan item and its status, on the job



Loans and replacements - 819

Part No	Description	Qty	Serial No	Source	Status
WASHBIN	Washroom bin	1			Loan requested

or

Product:
 Description:
 Qty:
☐ Urgent
 Delivered via:
 Despatch note:

Deliver loan to:
☐ Main stock
☐ Engineer
☐ Site

8. Close the **Loans and replacements** dialogue

Stock replenishments

Select the appropriate option for the type of replenishment you want to perform

Loan requests - Requested

Jobs:

Job No	Customer	Engi	Logged
38	Vantage Computing Intern...	DAVID MORRIS	20/07/2004
248	Service Point Ltd	Peter Rushw...	27/07/2006
663	Line Electrical Ltd		30/07/2007

Loans on job:

Product	Description	Qty
WASHBIN	Washroom bin	1

Reference: 2007.09.20/ADMIN/00005

9. To reserve the loan item, click the **Reserve** button and the following is displayed

Service Accent

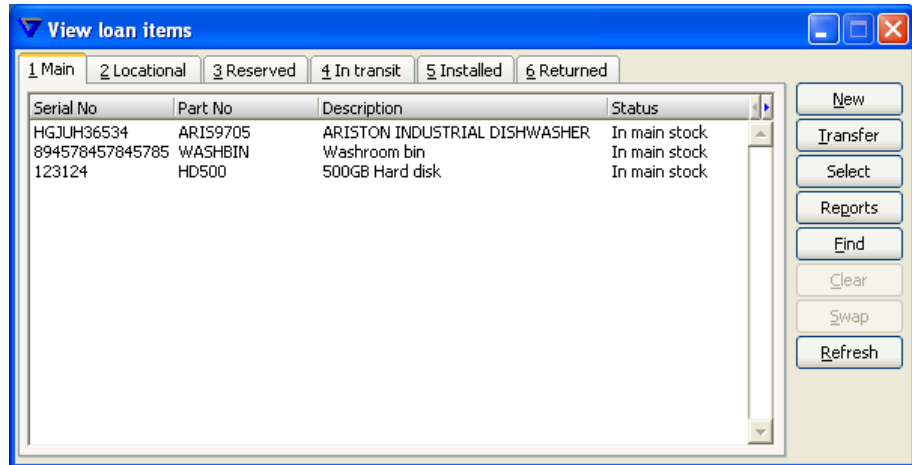
How do you want to view your loan items?

10. To select the loan item, you need to indicate how you want to view the available loan items. There are three choices:-

- **Same product only** - displays only loan items that are the same product as the one requested.

- **Same category only** - displays only loan items that are the same category as the one requested
- **All loan items** - displays all loan items available

Click the appropriate button and the following will be displayed



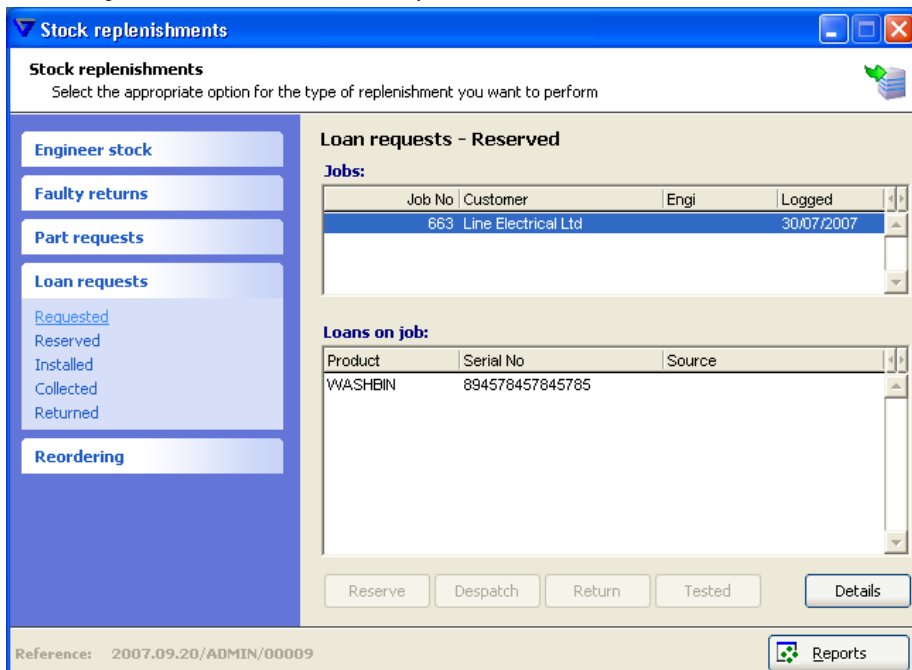
The 'View loan items' window displays a table of loan items with the following data:

Serial No	Part No	Description	Status
HGJUH36534	ARIS9705	ARISTON INDUSTRIAL DISHWASHER	In main stock
894578457845785	WASHBIN	Washroom bin	In main stock
123124	HD500	500GB Hard disk	In main stock

Buttons on the right: New, Transfer, Select, Reports, Find, Clear, Swap, Refresh.

11. Select the loan item required, either by double clicking or highlight the item and then click **Select**.

12. The job is moved from the requested view to the reserved view.



The 'Stock replenishments' window shows the 'Loan requests - Reserved' section. The 'Jobs' table contains the following data:

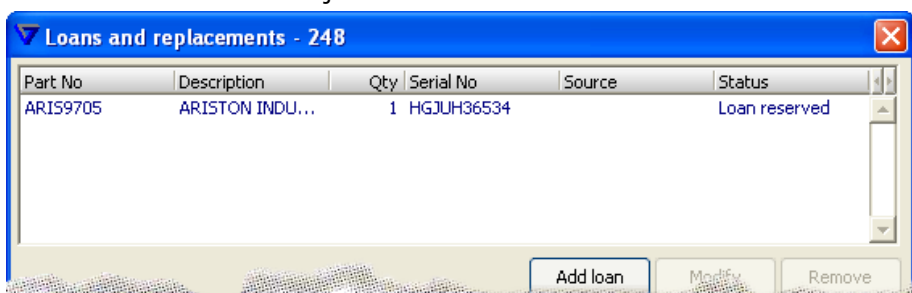
Job No	Customer	Engi	Logged
663	Line Electrical Ltd		30/07/2007

The 'Loans on job' table contains the following data:

Product	Serial No	Source
WASHBIN	894578457845785	

Buttons at the bottom: Reserve, Despatch, Return, Tested, Details. Reference: 2007.09.20/ADMIN/00009. Reports button.

13. The **Loan** dialogue on the job is updated to reflect that a loan item has been reserved for the job.



The 'Loans and replacements - 248' window displays a table with the following data:

Part No	Description	Qty	Serial No	Source	Status
ARIS9705	ARISTON INDU...	1	HGJUH36534		Loan reserved

Buttons at the bottom: Add loan, Modify, Remove.

14. The next step is to despatch the loan item.



Despatching the loan item

After the loan item has been reserved, the next step is to despatch the item.

1. From the **Stock replenishment** dialogue, click **Loan requests** and the following is displayed

Stock replenishments

Select the appropriate option for the type of replenishment you want to perform

Engineer stock

Faulty returns

Part requests

Loan requests

Requested

Reserved

Installed

Collected

Returned

Reordering

No replenishment option selected

Reference: 2007.09.20/ADMIN/00005

Print Reports

2. Click **Reserved** and the following is displayed

Stock replenishments

Select the appropriate option for the type of replenishment you want to perform

Engineer stock

Faulty returns

Part requests

Loan requests

Requested

Reserved

Installed

Collected

Returned

Reordering

Loan requests - Reserved

Jobs:

Job No	Customer	Engi	Logged
663	Line Electrical Ltd		30/07/2007

Loans on job:

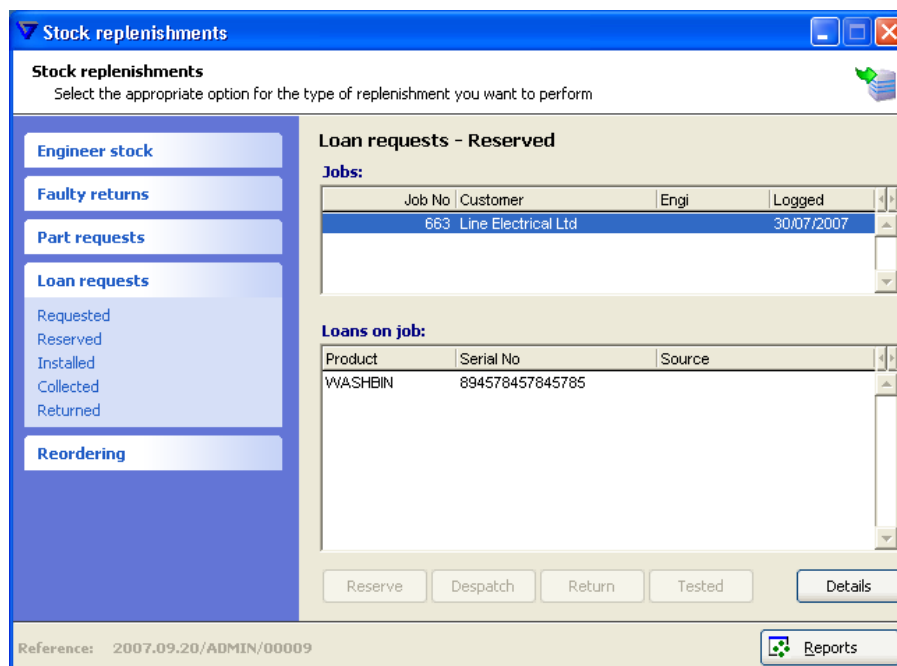
Product	Serial No	Source
There are no items to show in this view		

Reserve Despatch Return Tested Details

Reference: 2007.09.20/ADMIN/00009

Reports

- From the **Jobs** area, select the job. You can only select one job at a time.



Stock replenishments
Select the appropriate option for the type of replenishment you want to perform

Engineer stock
Faulty returns
Part requests
Loan requests
Requested
Reserved
Installed
Collected
Returned
Reordering

Loan requests - Reserved

Jobs:

Job No	Customer	Engi	Logged
663	Line Electrical Ltd		30/07/2007

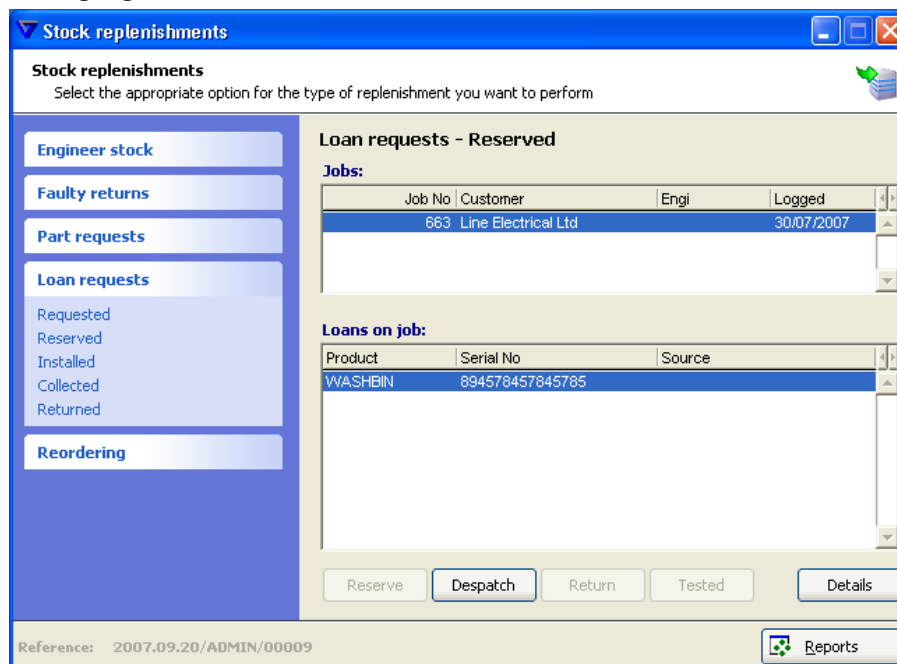
Loans on job:

Product	Serial No	Source
WASHBIN	894578457845785	

Reserve Despatch Return Tested Details

Reference: 2007.09.20/ADMIN/00009 Reports

- After a job is selected, the loans that are reserved are shown in the **loans on jobs** viewing pane.
- Highlight the item.



Stock replenishments
Select the appropriate option for the type of replenishment you want to perform

Engineer stock
Faulty returns
Part requests
Loan requests
Requested
Reserved
Installed
Collected
Returned
Reordering

Loan requests - Reserved

Jobs:

Job No	Customer	Engi	Logged
663	Line Electrical Ltd		30/07/2007

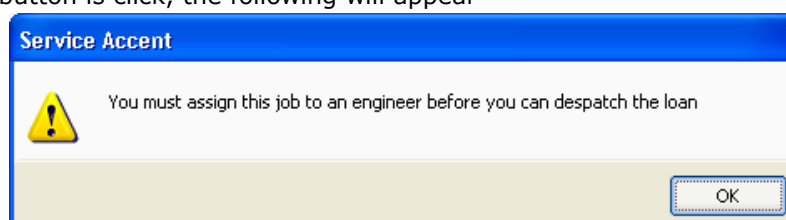
Loans on job:

Product	Serial No	Source
WASHBIN	894578457845785	


Reserve **Despatch** Return Tested Details

Reference: 2007.09.20/ADMIN/00009 Reports

- If the job has not been fully assigned to an engineer and the **Despatch** button is click, the following will appear



Service Accent

 You must assign this job to an engineer before you can despatch the loan

OK

- Open the job and fully assign an engineer. Save and close the job.



8. Click the **Despatch** button

Service Accent

How do you want to despatch this item?

Dropdown menu options: Bike, Courier, Van

Buttons: OK, Cancel

9. Click **Cancel** to return to the stock replenishment dialogue. Select the method of despatch from the drop-down list and then click **OK**.

Service Accent

Do you want to print a despatch note now?

Buttons: Yes, No

10. If a despatch note is required, click **Yes** otherwise click **No** not to print a despatch note.
11. The job is then moved from the despatched view to the installed view.

Stock replenishments

Select the appropriate option for the type of replenishment you want to perform

Left sidebar options: Engineer stock, Faulty returns, Part requests, Loan requests (Requested, Reserved, Installed, Collected, Returned), Reordering

Right pane: Loan requests - Installed

Jobs:

Job No	Customer	Engi	Logged
663	Line Electrical Ltd	Peter Rushw...	30/07/2007
63	Vantage Computing Ltd	Peter Rushw...	05/05/2004

Loans on job:

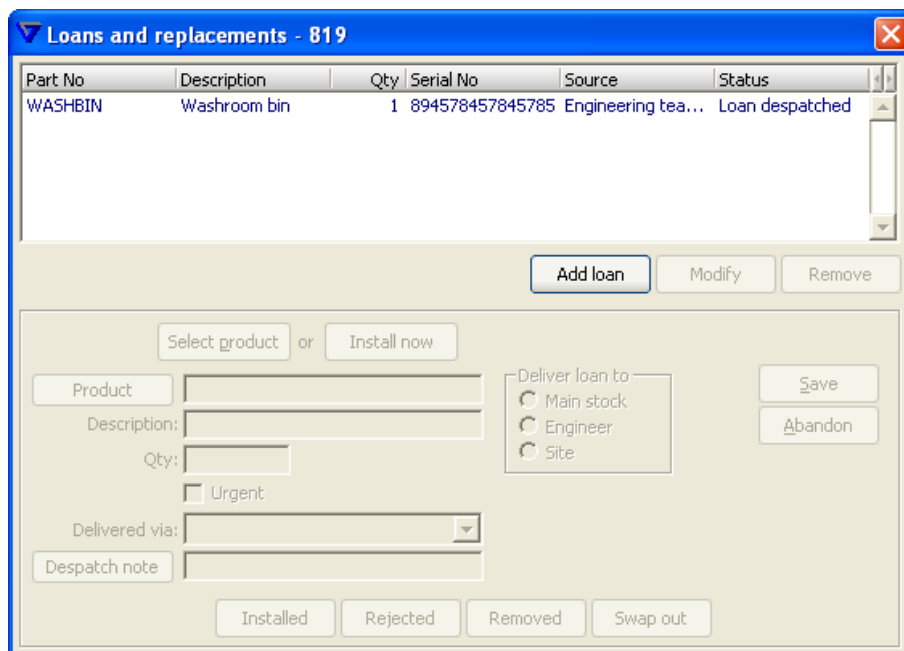
Product	Serial No	Status
WASHBIN	894578457845785	Loan despatched

Buttons: Reserve, Despatch, Return, Tested, Details

Reference: 2007.09.20/ADMIN/00009

Reports button

12. Highlight the loan item and then click the **Details** button



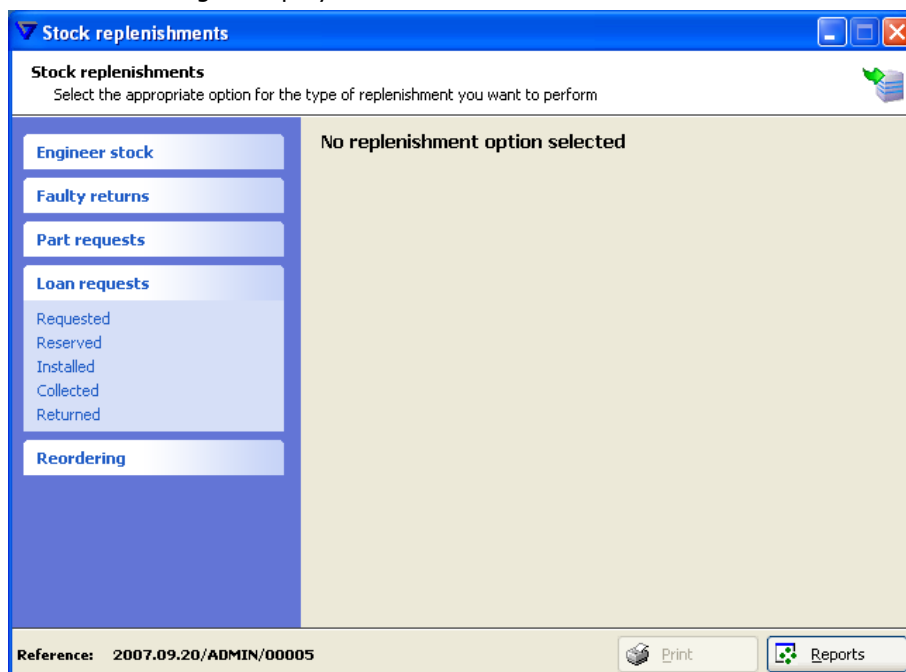
Part No	Description	Qty	Serial No	Source	Status
WASHBIN	Washroom bin	1	894578457845785	Engineering tea...	Loan despatched

13. The loan status is now shown as despatched.

To install the loan item

After the loan item has been despatched, the next step is to install the item.

1. From the **Stock replenishment** dialogue, click **Loan requests** and the following is displayed





2. Click **Installed** and the following is displayed

Stock replenishments

Select the appropriate option for the type of replenishment you want to perform

Engineer stock

Faulty returns

Part requests

Loan requests

Requested

Reserved

Installed

Collected

Returned

Reordering

Loan requests - Installed

Jobs:

Job No	Customer	Engi	Logged
663	Line Electrical Ltd	Peter Rushw...	30/07/2007
63	Vantage Computing Ltd	Peter Rushw...	05/05/2004

Loans on job:

Product	Serial No	Status
There are no items to show in this view		

Reserve Despatch Return Tested Details

Reference: 2007.09.20/ADMIN/00009

Reports

3. From the **Jobs** area, select the job. You can only select one job at a time.

Stock replenishments

Select the appropriate option for the type of replenishment you want to perform

Engineer stock

Faulty returns

Part requests

Loan requests

Requested

Reserved

Installed

Collected

Returned

Reordering

Loan requests - Installed

Jobs:

Job No	Customer	Engi	Logged
663	Line Electrical Ltd	Peter Rushw...	30/07/2007
63	Vantage Computing Ltd	Peter Rushw...	05/05/2004

Loans on job:

Product	Serial No	Status
WASHBIN	894578457845785	Loan despatched

Reserve Despatch Return Tested Details

Reference: 2007.09.20/ADMIN/00009

Reports

4. After a job is selected, the loans that are despatched are shown in the **loans on jobs** viewing pane.
5. Highlight the item.

Stock replenishments

Select the appropriate option for the type of replenishment you want to perform

Engineer stock

Faulty returns

Part requests

Loan requests

Requested

Reserved

Installed

Collected

Returned

Reordering

Loan requests - Installed

Jobs:

Job No	Customer	Engi	Logged
663	Line Electrical Ltd	Peter Rushw...	30/07/2007
63	Vantage Computing Ltd	Peter Rushw...	05/05/2004

Loans on job:

Product	Serial No	Status
WASHBIN	894578457845785	Loan despatched

Reserve Despatch Return Tested Details

Reference: 2007.09.20/ADMIN/00009

Reports

6. Click the **Details** button

Loans and replacements - 819

Part No	Description	Qty	Serial No	Source	Status
WASHBIN	Washroom bin	1	894578457845785	Engineering tea...	Loan despatched

Add loan Modify Remove

Select product or Install now

Product:

Description:

Qty:

☐ Urgent

Delivered via:

Despatch note:

Deliver loan to:

- ☐ Main stock
- ☐ Engineer
- ☐ Site

Save Abandon

Installed Rejected Removed Swap out

7. Highlight the loan item to install



Loans and replacements - 819

Part No	Description	Qty	Serial No	Source	Status
WASHBIN	Washroom bin	1	894578457845785	Engineering tea...	Loan despatched

or

Product
 Description:
 Qty:
☐ Urgent
 Delivered via:
Despatch note

Loan despatched
 Deliver loan to:
☒ Main stock
☐ Engineer
☐ Site

8. Click the **Modify** button

Loans and replacements - 819

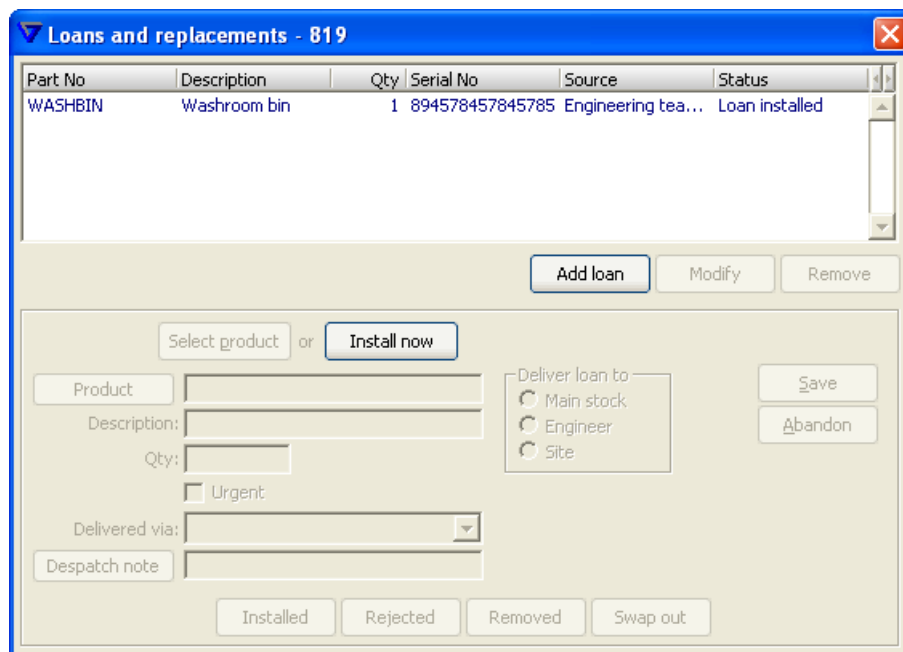
Part No	Description	Qty	Serial No	Source	Status
WASHBIN	Washroom bin	1	894578457845785	Engineering tea...	Loan despatched

or

Product
 Description:
 Qty:
☐ Urgent
 Delivered via:
Despatch note

Loan despatched
 Deliver loan to:
☒ Main stock
☐ Engineer
☐ Site

9. Click the **Installed** button



Loans and replacements - 819

Part No	Description	Qty	Serial No	Source	Status
WASHBIN	Washroom bin	1	894578457845785	Engineering tea...	Loan installed

Buttons: Add loan, Modify, Remove

Select product or Install now

Product:
 Description:
 Qty:
☐ Urgent
 Delivered via:
 Despatch note:

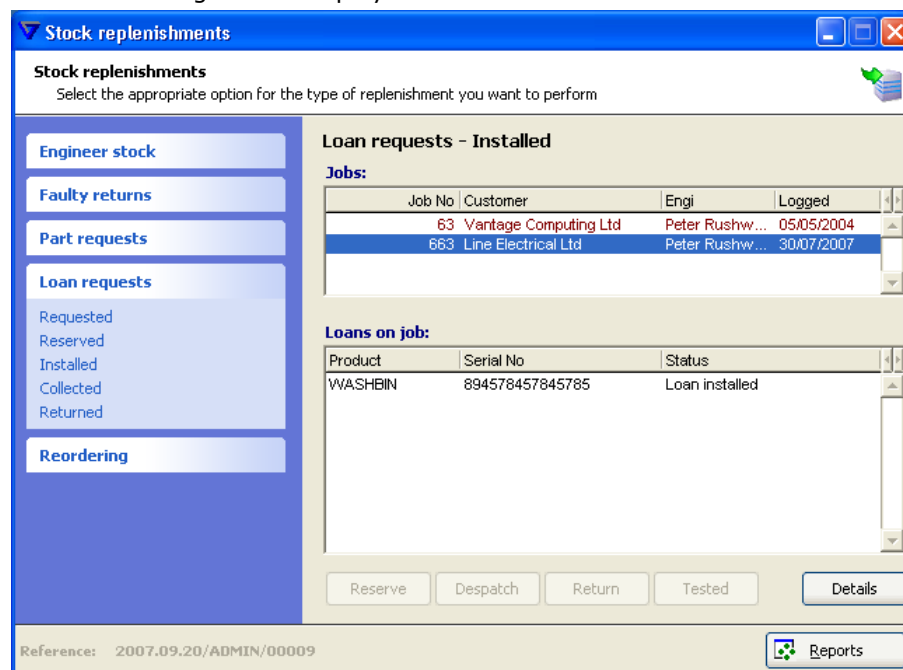
Deliver loan to:
☐ Main stock
☐ Engineer
☐ Site

Buttons: Save, Abandon

Buttons: Installed, Rejected, Removed, Swap out

10. The item is now marked as **Loan installed**.

11. Close the **Loans and replacements** dialogue and the stock replenishment screen is re-displayed. Click on the **Installed** link and the following will be displayed



Stock replenishments

Select the appropriate option for the type of replenishment you want to perform

Engineer stock
 Faulty returns
 Part requests
Loan requests
 Requested
 Reserved
 Installed
 Collected
 Returned
 Reordering

Loan requests - Installed

Jobs:

Job No	Customer	Engi	Logged
63	Vantage Computing Ltd	Peter Rushw...	05/05/2004
663	Line Electrical Ltd	Peter Rushw...	30/07/2007

Loans on job:

Product	Serial No	Status
WASHBIN	894578457845785	Loan installed

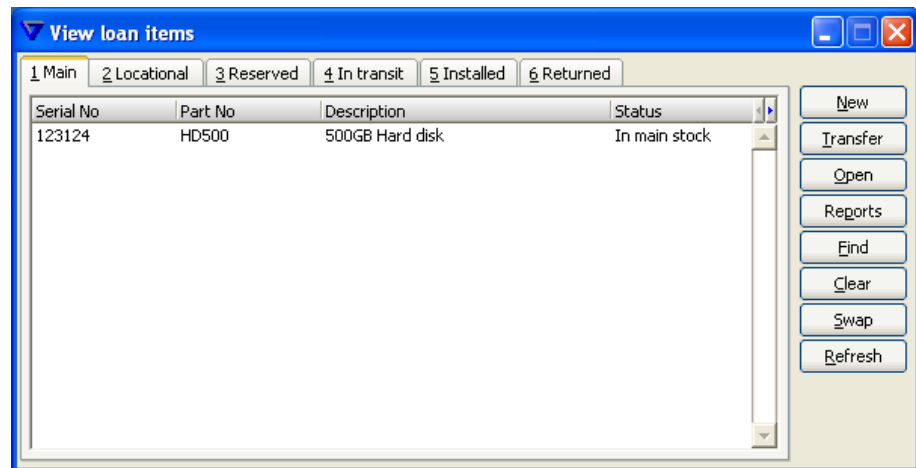
Buttons: Reserve, Despatch, Return, Tested, Details

Reference: 2007.09.20/ADMIN/00009

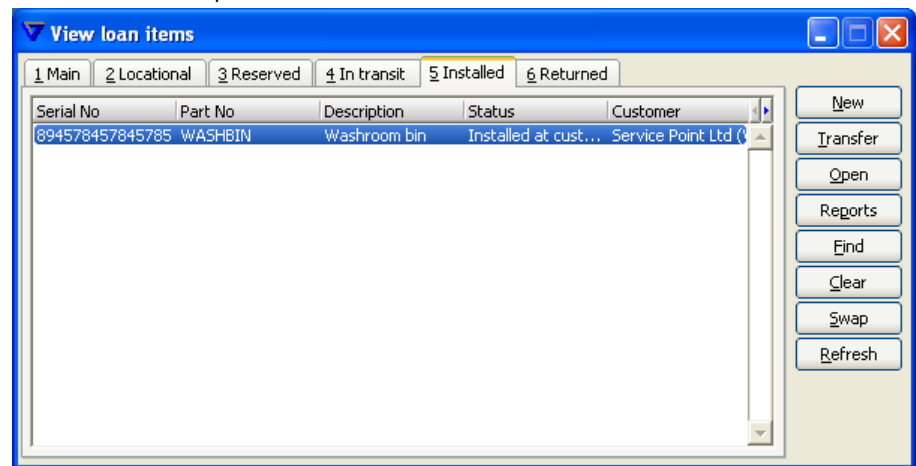
Reports

12. The status has now changed to **Loan installed**.

13. To view the status of this loan item and other loan items, click **View** from the Service Accent button bar, under **Stock control**, click the **Loan items** icon



14. Click one of the tabs to see the status of your loans. If the **Installed** tab is clicked, the loan items installed at customers will be shown.



After the loan has been installed, there are two possible next actions

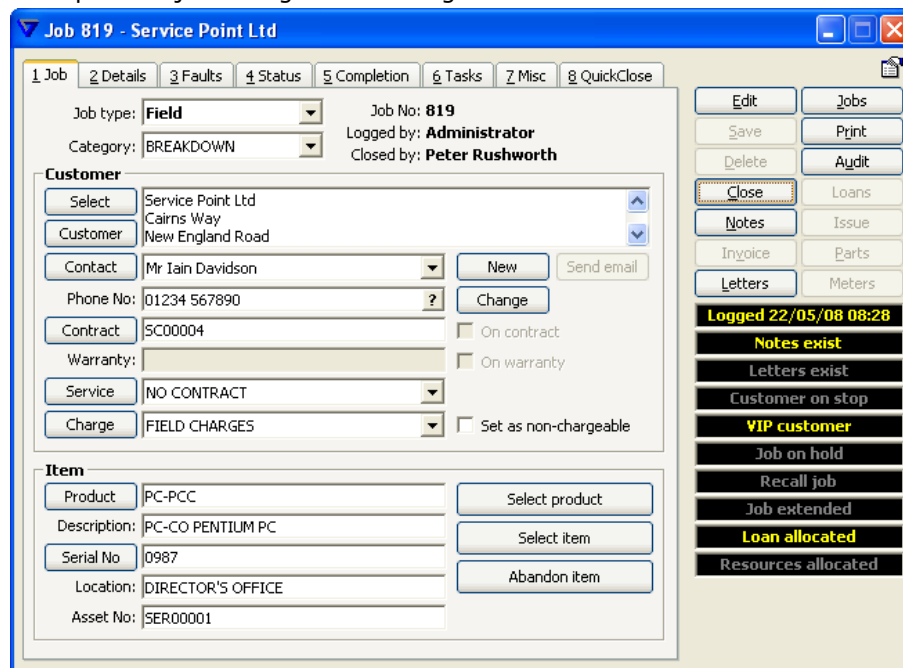
- The loan is returned back to loan stock. See Returning a loan item on page 130
- The loan remains at the customers and the original item is swapped out. See Swapping out a loan item on page 136

Returning a loan item

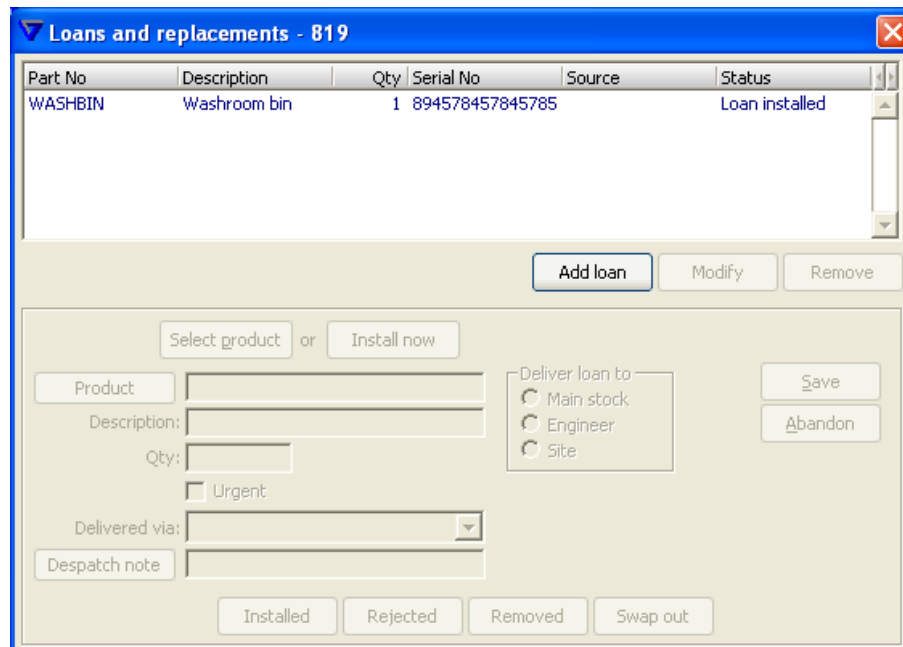
If the loan item is to be returned from the customer to your main loan stock, follow the following procedure

To return a loan item

1. Open the job dialogue containing the loan item to be returned.



2. Click **Edit** and then click the **Loans** button



3. Highlight the loan item to be returned and then click the **Modify** button.



Loans and replacements - 819

Part No	Description	Qty	Serial No	Source	Status
WASHBIN	Washroom bin	1	894578457845785		Loan installed

or

Loan installed

Product:
 Description:
 Qty:
☐ Urgent
 Delivered via:
 Despatch note:

Deliver loan to:
☒ Main stock
☐ Engineer
☐ Site

4. Click the **Removed** button

Loans and replacements - 819

Part No	Description	Qty	Serial No	Source	Status
WASHBIN	Washroom bin	1	894578457845785	Engineering tea...	Loan removed

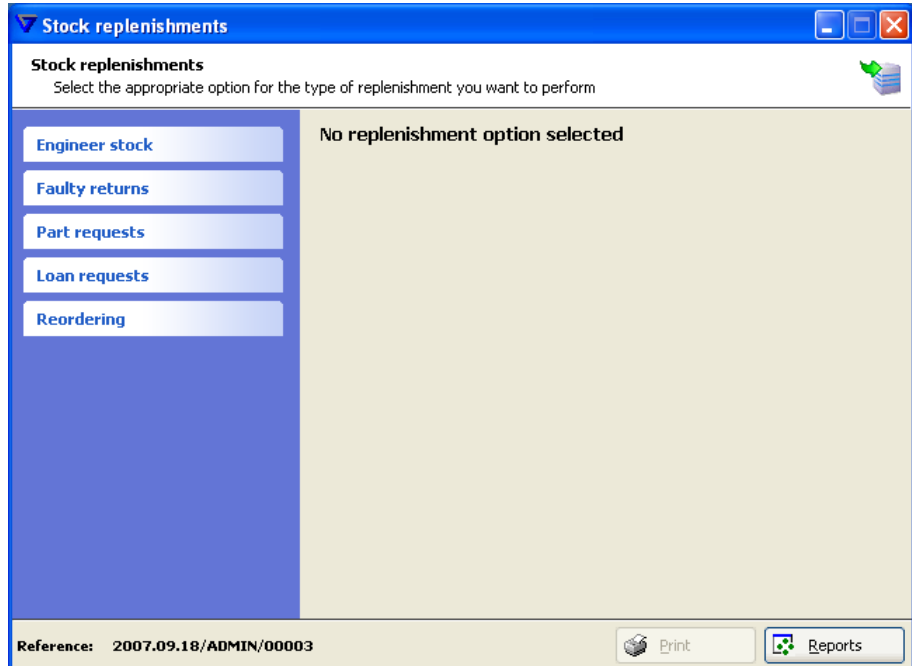
or

Product:
 Description:
 Qty:
☐ Urgent
 Delivered via:
 Despatch note:

Deliver loan to:
☐ Main stock
☐ Engineer
☐ Site

- The **Loan and replacements** dialogue is re-displayed and the loan status is now shown as **Loan removed**.
- Close the **Loan and replacements** dialogue, **Save** and **close** the job.
- Click **Routines** from the Service Accent button bar, under **Stock control**, click the **Stock replenishments** icon.

8. The **Stock replenishment** dialogue is displayed



Stock replenishments

Select the appropriate option for the type of replenishment you want to perform

Engineer stock

Faulty returns

Part requests

Loan requests

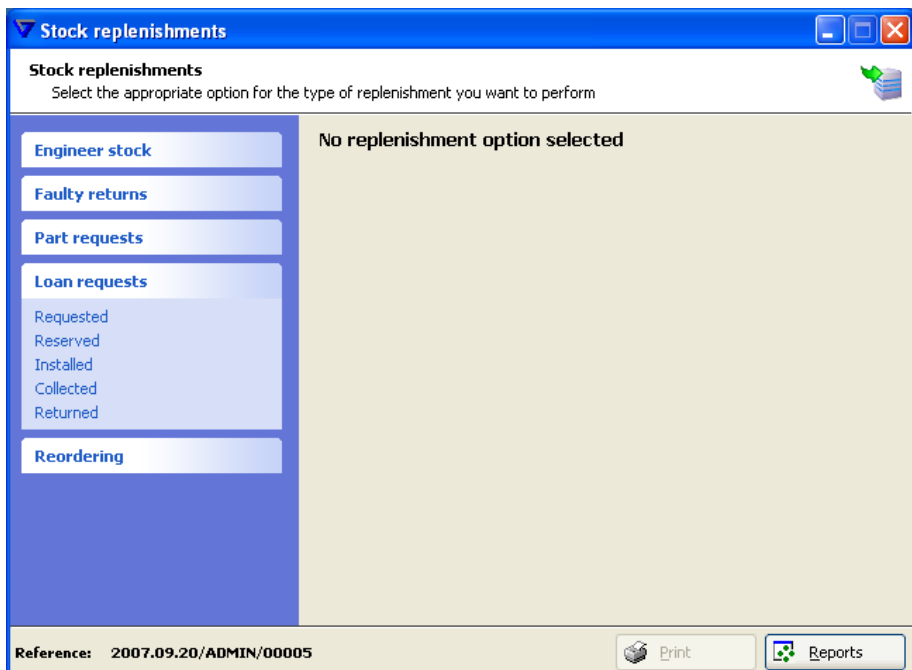
Reordering

No replenishment option selected

Reference: 2007.09.18/ADMIN/00003

Print Reports

9. From the **Stock replenishment** dialogue, click **Loan requests** and the following is displayed



Stock replenishments

Select the appropriate option for the type of replenishment you want to perform

Engineer stock

Faulty returns

Part requests

Loan requests

Requested

Reserved

Installed

Collected

Returned

Reordering

No replenishment option selected

Reference: 2007.09.20/ADMIN/00005

Print Reports

10. Click **Collected** and the following is displayed



Stock replenishments

Select the appropriate option for the type of replenishment you want to perform

Engineer stock

Faulty returns

Part requests

Loan requests

Requested
Reserved
Installed
Collected
Returned

Reordering

Loan requests - Collected

Jobs:

Job No	Customer	Engi	Logged
37	Vantage Computing Ltd	DELIVERY V...	19/04/2004
599	Sampson McGill & Co Ltd	SERVICE CO	25/05/2007
662	Service Point Ltd	Peter Rushw...	30/07/2007
663	Line Electrical Ltd	Peter Rushw...	30/07/2007

Loans on job:

Product	Serial No	Status
There are no items to show in this view		

Reserve Despatch Return Tested Details

Reference: 2007.09.24/ADMIN/00001

Reports

11. From the **Jobs** area, select the job. You can only select one job at a time.

Stock replenishments

Select the appropriate option for the type of replenishment you want to perform

Engineer stock

Faulty returns

Part requests

Loan requests

Requested
Reserved
Installed
Collected
Returned

Reordering

Loan requests - Collected

Jobs:

Job No	Customer	Engi	Logged
37	Vantage Computing Ltd	DELIVERY V...	19/04/2004
599	Sampson McGill & Co Ltd	SERVICE CO	25/05/2007
662	Service Point Ltd	Peter Rushw...	30/07/2007
663	Line Electrical Ltd	Peter Rushw...	30/07/2007

Loans on job:

Product	Serial No	Status
WASHBIN	894578457845785	Loan removed

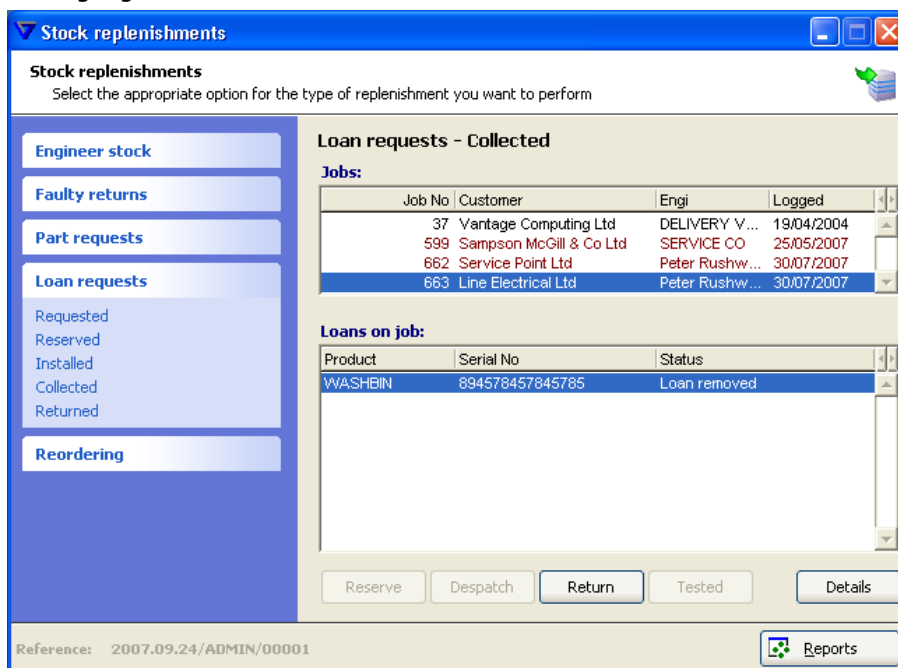
Reserve Despatch Return Tested Details

Reference: 2007.09.24/ADMIN/00001

Reports

12. After a job is selected, the loans that are to be collected are shown in the **loans on jobs** viewing pane.

13. Highlight the item.



Stock replenishments
Select the appropriate option for the type of replenishment you want to perform

Engineer stock

Faulty returns

Part requests

Loan requests

Requested
Reserved
Installed
Collected
Returned

Reordering

Loan requests - Collected

Jobs:

Job No	Customer	Engi	Logged
37	Vantage Computing Ltd	DELIVERY V...	19/04/2004
599	Sampson McGill & Co Ltd	SERVICE CO	25/05/2007
662	Service Point Ltd	Peter Rushw...	30/07/2007
663	Line Electrical Ltd	Peter Rushw...	30/07/2007

Loans on job:

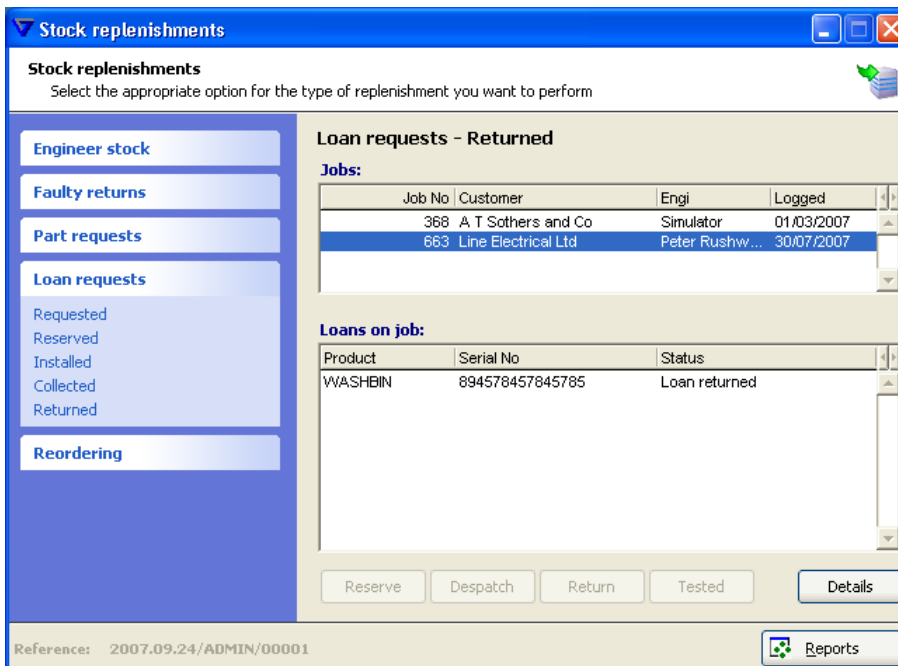
Product	Serial No	Status
WASHBIN	894578457845785	Loan removed

Reserve Despatch **Return** Tested Details

Reference: 2007.09.24/ADMIN/00001 Reports

14. Click the **Return** button and then click the **Returned** link

15. The loan item is moved from the **Collected** view to the **Returned** view



Stock replenishments
Select the appropriate option for the type of replenishment you want to perform

Engineer stock

Faulty returns

Part requests

Loan requests

Requested
Reserved
Installed
Collected
Returned

Reordering

Loan requests - Returned

Jobs:

Job No	Customer	Engi	Logged
368	A T Sothers and Co	Simulator	01/03/2007
663	Line Electrical Ltd	Peter Rushw...	30/07/2007

Loans on job:

Product	Serial No	Status
WASHBIN	894578457845785	Loan returned

Reserve Despatch Return Tested Details

Reference: 2007.09.24/ADMIN/00001 Reports

16. Highlight the loan item



Stock replenishments

Select the appropriate option for the type of replenishment you want to perform

Engineer stock

Faulty returns

Part requests

Loan requests

Requested

Reserved

Installed

Collected

Returned

Reordering

Loan requests - Returned

Jobs:

Job No	Customer	Engi	Logged
368	A T Sothers and Co	Simulator	01/03/2007
663	Line Electrical Ltd	Peter Rushw...	30/07/2007

Loans on job:

Product	Serial No	Status
WASHBIN	894578457845785	Loan returned

Reserve Despatch Return Tested Details

Reference: 2007.09.24/ADMIN/00001

Reports

17. Click the **Tested** button to indicate that the loan item has been checked on its return and works ok.

18. Clicking the **Tested** button returns the loan item to main loan stock.

View loan items

1 Main 2 Locational 3 Reserved 4 In transit 5 Installed 6 Returned

Serial No	Part No	Description	Status
123124	HD500	500GB Hard disk	In main stock
894578457845785	WASHBIN	Washroom bin	In main stock

New

Transfer

Open

Reports

Find

Clear

Swap

Refresh

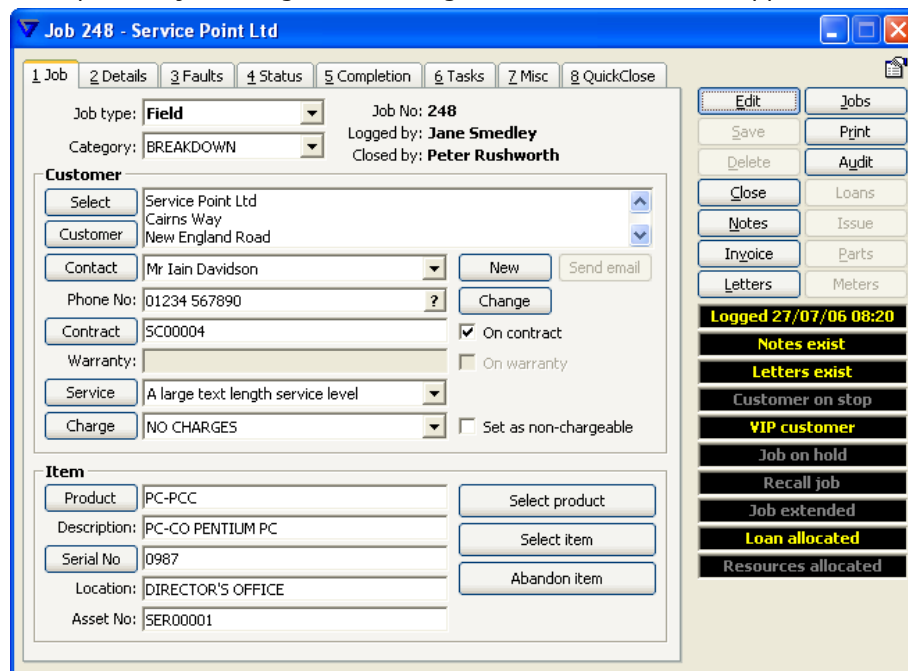
19. The loan item is now available for further loans.

Swapping out a loan item

If the loan item is to be kept by the customer, you need to remove the original (faulty) inventory item and replace it (swap out) with the loan item, follow the following procedure

To swap out a loan item

1. Open the job dialogue containing the loan item to be swapped out.



Job 248 - Service Point Ltd

1 Job 2 Details 3 Faults 4 Status 5 Completion 6 Tasks 7 Misc 8 QuickClose

Job type: **Field** Job No: **248**
 Category: **BREAKDOWN** Logged by: **Jane Smedley**
 Closed by: **Peter Rushworth**

Customer

Select: Service Point Ltd
 Cairns Way
 New England Road

Contact: Mr Iain Davidson New Send email
 Phone No: 01234 567890 ? Change
 Contract: SC00004 ☒ On contract
 Warranty: ☐ On warranty
 Service: A large text length service level
 Charge: NO CHARGES ☐ Set as non-chargeable

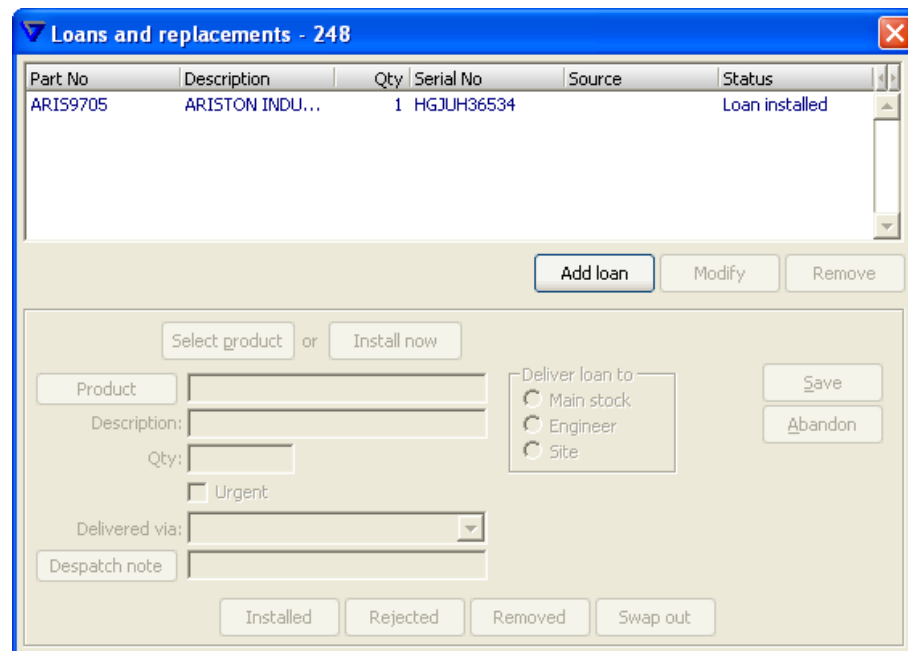
Item

Product: PC-PCC Select product
 Description: PC-CO PENTIUM PC Select item
 Serial No: 0987 Abandon item
 Location: DIRECTOR'S OFFICE
 Asset No: SER00001

Buttons: Edit, Jobs, Save, Print, Delete, Audit, Close, Loans, Notes, Issue, Invoice, Parts, Letters, Meters

Logged 27/07/06 08:20
 Notes exist
 Letters exist
 Customer on stop
 VIP customer
 Job on hold
 Recall job
 Job extended
 Loan allocated
 Resources allocated

2. Click **Edit** and then click the **Loans** button



Loans and replacements - 248

Part No	Description	Qty	Serial No	Source	Status
ARIS9705	ARISTON INDU...	1	HGJUH36534		Loan installed

Add loan Modify Remove

Select product or Install now

Product:
 Description:
 Qty:
☐ Urgent
 Delivered via:
 Despatch note:

Deliver loan to:
☐ Main stock
☐ Engineer
☐ Site

Save Abandon

Installed Rejected Removed Swap out

3. Highlight the loan item to be swapped out and then click the **Modify** button.



Loans and replacements - 248

Part No	Description	Qty	Serial No	Source	Status
ARIS9705	ARISTON INDU...	1	HGJUH36534		Loan installed

or

ARIS9705
 Description: ARISTON INDUSTRIAL DISHWASHER
 Qty:
☐ Urgent
 Delivered via:
 DSP000061

Deliver loan to:
☒ Main stock
☐ Engineer
☐ Site

4. Click the **Swap out** button and the following is displayed

Service Accent

Please confirm that you want to make this loan item a permanent swap-out

5. Click **No** if the item is not to be swapped out. Click **Yes** to confirm that the loan item is going to be a permanent swap out (that is, the current inventory item will be replaced with the loan item).

Loans and replacements - 248

Part No	Description	Qty	Serial No	Source	Status
ARIS9705	ARISTON INDU...	1	HGJUH36534		Swap out

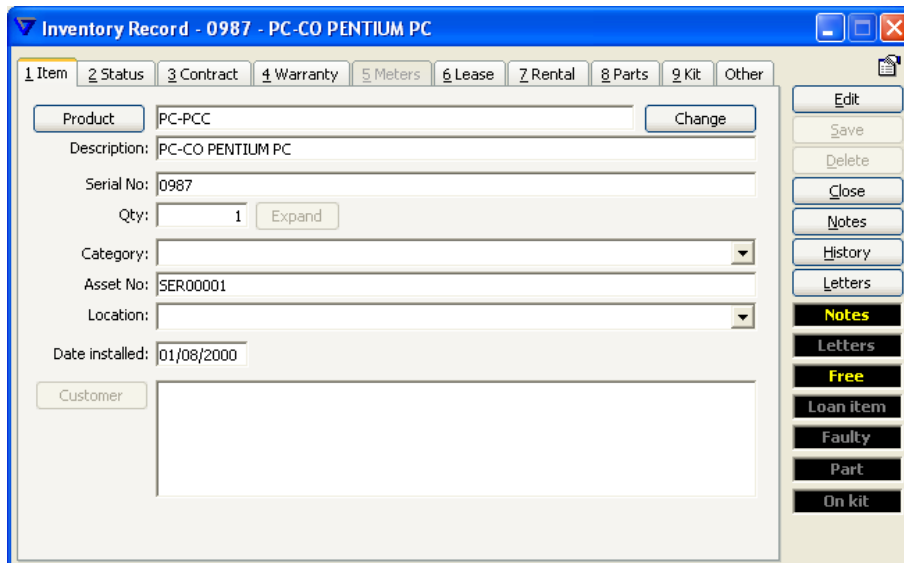
or

Description:
 Qty:
☐ Urgent
 Delivered via:


Deliver loan to:
☐ Main stock
☐ Engineer
☐ Site

6. The **Loan and replacements** dialogue is redisplayed and the loan status is now shown as **Swap out**.
7. Close the **Loan and replacements** dialogue, **Save** and **close** the job.

8. After the inventory item has been swapped with the loan item, the original inventory item is now marked as unallocated and has been removed from the customers record.



9. The loan item has now become a legitimate inventory item for this customer.



10. Click **Routines** from the Service Accent button bar, under **Stock control**, click the **Stock replenishments** icon.
11. The **Stock replenishment** dialogue is displayed
12. From the **Stock replenishment** dialogue, click **Loan requests** and the following is displayed
13. Click **Returned** and the following is displayed



14. From the **Jobs** area, select the job. You can only select one job at a time. Highlight the item.

Stock replenishments
Select the appropriate option for the type of replenishment you want to perform

Loan requests - Returned

Jobs:

Job No	Customer	Engi	Logged
368	A T Sothers and Co	Simulator	01/03/2007
63	Vantage Computing Ltd	Peter Rushw...	05/05/2004

Loans on job:

Product	Serial No	Status
ARIS9705	0967766554321	Swap out

Reserve Despatch Return Tested Details

Reference: 2007.09.24/ADMIN/00002 Reports

15. Click the **Tested** button to indicate that the loan item has been checked before swap out and installation.
16. Clicking the **Tested** button removes the loan item from your loan stock.

Reordering

When Reordering is clicked, the following appears

Setup stores - Main stores

Main stores

Store	Owner	Source
Main stock Manchester		[Default source] Main stock

Create new store Edit this store

Core stock Store holdings Replenish

Part No	Description	Stock	Re-order level	Re-order to	Location
There are no items to show in this list					

Template Add parts to store Properties Remove parts

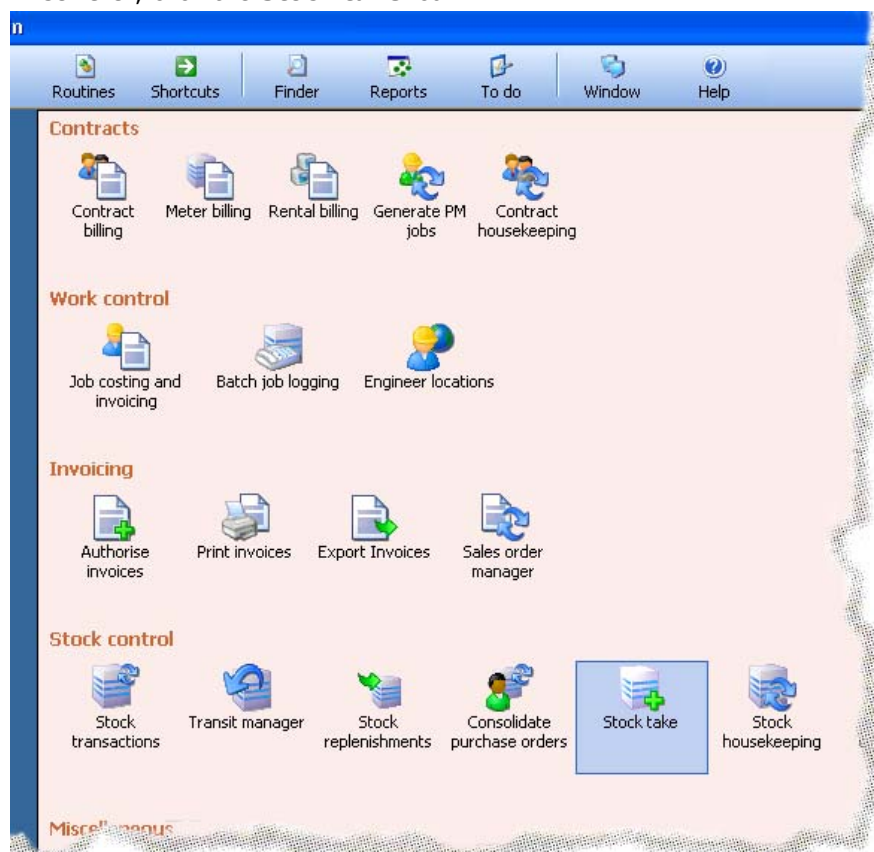
Please refer to To replenish stock on page 29 for full details.

Stock Taking

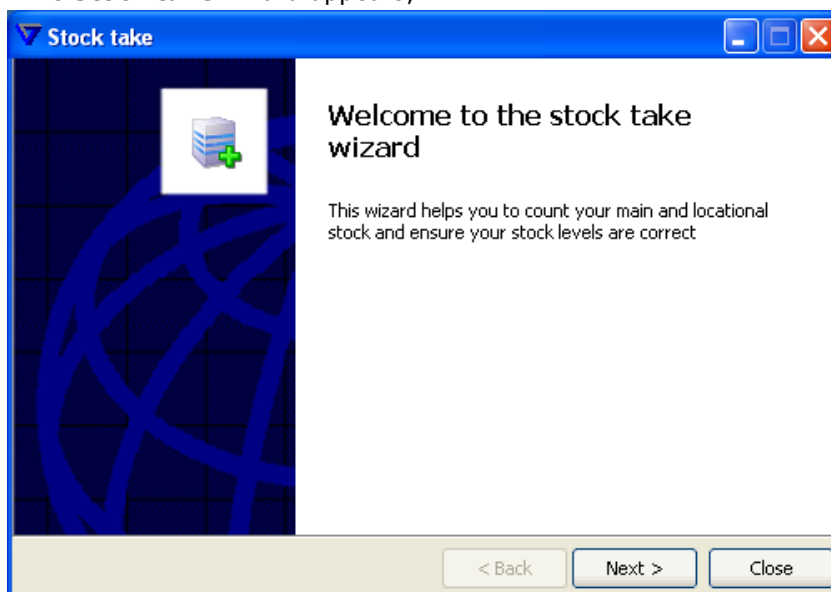
The stock take routine is used to stock take your main stock and/or locational stock.

To perform a stock take

1. Click **Routines** from the Service Accent button bar, under **Stock control**, click the **Stock take** icon.



2. The **Stock take** wizard appears;





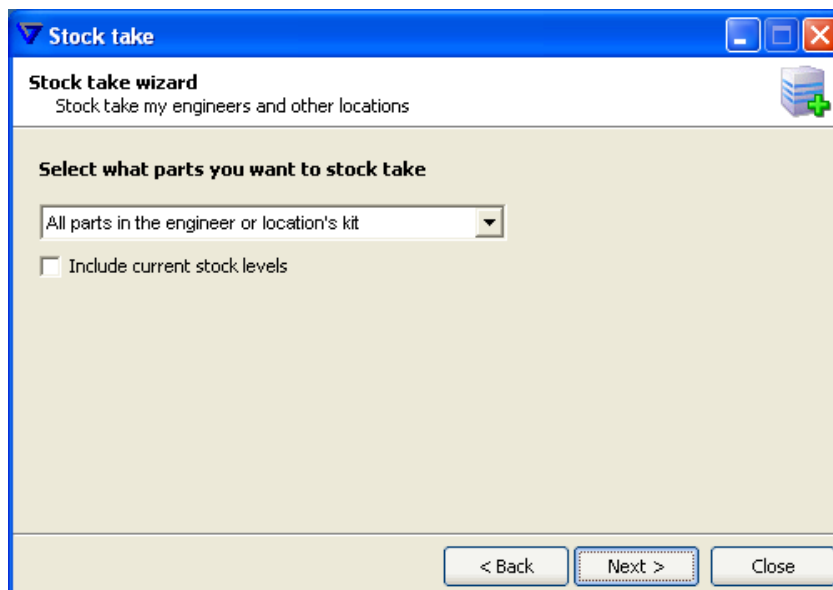
- Click the **Next** button to continue

- Select which location is to be counted
 - main stock - stock take your main stores
 - Engineers and other locations - stock take your engineers or customers stock
- Click the **Next** button.
- If main stock was selected, please proceed to To stock take main stores on page 145.

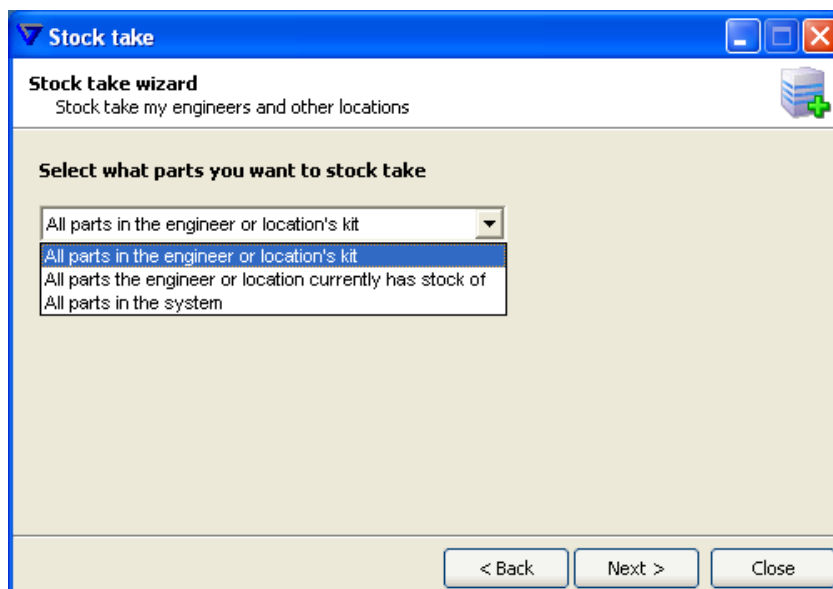
To stock take engineers or other locations

- If engineers and other locations was selected, the following will be displayed.

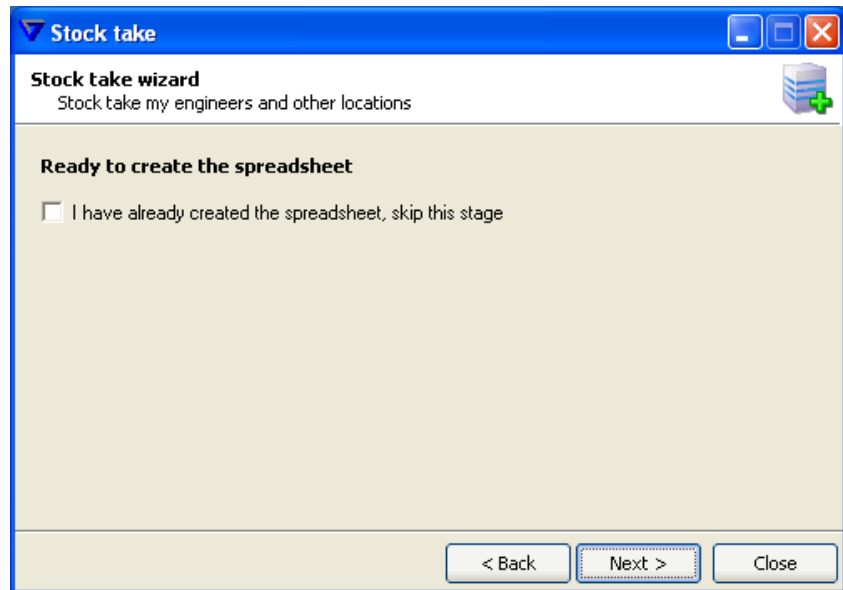
- Select the locations to stock take. Initially, all locations are selected, to select just one location, click on the location, if more than one location is required, press **Control** and then click on the locations required.
- Click the **Next** button



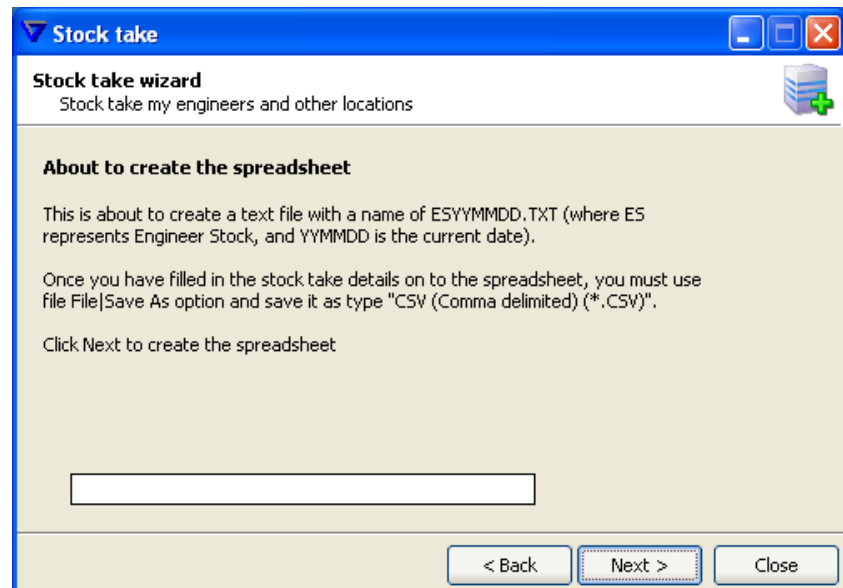
4. From the drop-down list, select what parts you want to stock take



5. There are three possible selections
- All parts in the engineers or locations kit - this will stock take just the parts setup in the engineers or locations kit.
 - All parts the engineer or location currently has stock off - this will just stock take the parts that the engineer or location physically has stock.
 - All parts in the system - this will stock take all parts in Service Accent, whether the engineer or location has them in their kit or physically has stock.
6. Enable **Include current stock levels** to show the current physical stock on the stock take spreadsheet.
7. Click the **Next** button



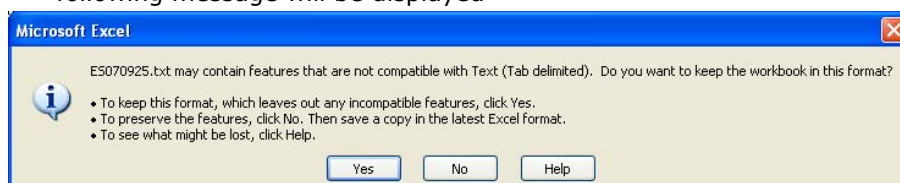
8. The stock take procedure creates a spreadsheet so that your stock can be counted. If you have previously run the stock take procedure and are ready to update the system stock levels, enable **I have already created the spreadsheet, skip this stage** (please refer to Updating the system stock levels on page 148). If this is the first time the stock take has been run, do not enable this option.
9. Click the **Next** button



10. Click the **Next** button to create the stock take spreadsheet. The routine will create a CSV (comma separate value) file which will be opened in Microsoft Excel.
11. The csv file will be called ESYMMDD.TXT, where ES represents engineers stock and YYMMDD is the current date.

Location	Part No	Description	Qty Counted	Kit Level	Actual holding
DAVID MORRIS	1001-002	HINGE		10	0
DAVID MORRIS Count			1		
DAVID MORRIS	BELT12	Fan Belt		1	7
DAVID MORRIS Count			1		
DAVID MORRIS	135768	Resistor		10	73
DAVID MORRIS Count			1		
DAVID MORRIS	BF-240	Insertion Tube BF-240		10	6
DAVID MORRIS Count			1		
DAVID MORRIS	A1010	OTV-SX		10	2
DAVID MORRIS Count			1		

12. Depending on your selection criteria, a spreadsheet similar to the above will be created. This spreadsheet needs to be saved into your AccentDB folder, click File and then Save As, browse to your AccentDB folder, ensure that save as type is set to *.CSV and click Save. The following message will be displayed



13. Click the **Yes** button to save the spreadsheet. if required print the spreadsheet as this could be used for counting your stock. Close the spreadsheet and the same message will be displayed.

14. The stock take routine is re-displayed

Stock take

Stock take wizard
Stock take my engineers and other locations

About to create the spreadsheet

This is about to create a text file with a name of ESYMMDD.TXT (where ES represents Engineer Stock, and YMMDD is the current date).

Once you have filled in the stock take details on to the spreadsheet, you must use file File|Save As option and save it as type "CSV (Comma delimited) (*.CSV)".

Click Next to create the spreadsheet

< Back Next > Close

15. Click **Close** to close the stock take procedure



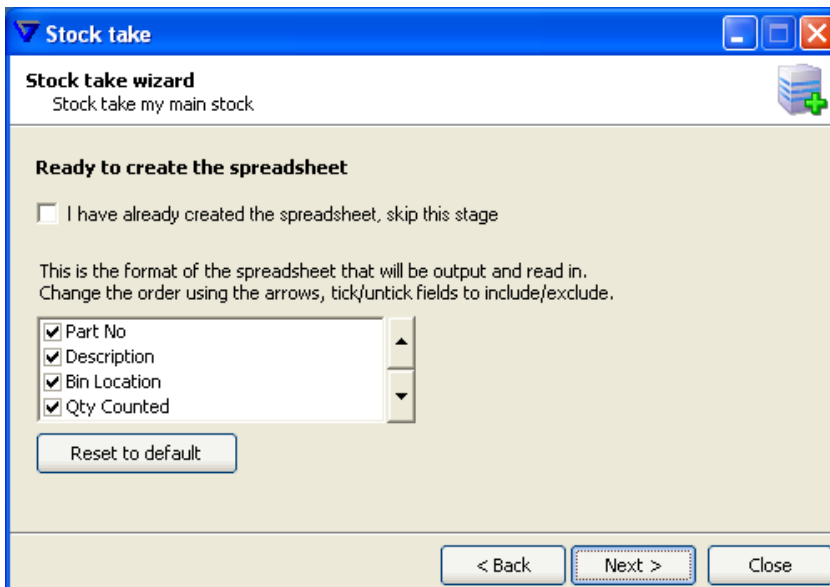
To stock take main stores

1. If main stock was selected, the following will be displayed

2. From the **Stores** drop-down list, select the main store to stocktake.
3. Click **Next**.

4. Enable **Stock take a specific category** and then select a stock category from the drop-down list to stock take just a specific stock category.
5. You can only stock take parts at the moment, so the **What do you want to stock take** drop-down list is not available.
6. Enable **Select a range of bin numbers** and then indicate a range of bin numbers (locations) to stock take.
7. Enable **Include current stock levels** to show the current physical stock on the stock take spreadsheet.
8. Enable **Allow cumulative totals from duplicate entries**. If the same part number is duplicated on the spreadsheet, the totals will be added together and only one part will be shown.

9. Click the **Next** button



Stock take

Stock take wizard
Stock take my main stock

Ready to create the spreadsheet

☐ I have already created the spreadsheet, skip this stage

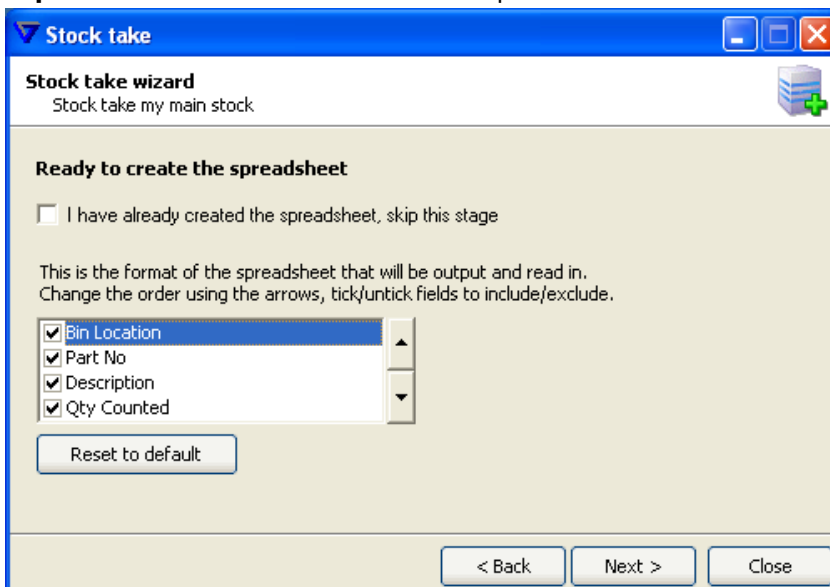
This is the format of the spreadsheet that will be output and read in.
Change the order using the arrows, tick/untick fields to include/exclude.

☒ Part No
☒ Description
☒ Bin Location
☒ Qty Counted

Reset to default

< Back Next > Close

10. The stock take procedure creates a spreadsheet so that your stock can be counted. If you have previously run the stock take procedure and are ready to update the system stock levels, enable **I have already created the spreadsheet, skip this stage** (please refer to Updating the system stock levels on page 148). If this is the first time the stock take has been run, do not enable this option.
11. The format of the spreadsheet that is outputted will show the following columns by default, **Part no**, **Description**, **Bin location** and **Qty counted**. To change what is displayed, tick or untick the appropriate field. To change the order of the output, highlight an item and click the **up** or **down** arrows to move the item up or down.



Stock take

Stock take wizard
Stock take my main stock

Ready to create the spreadsheet

☐ I have already created the spreadsheet, skip this stage

This is the format of the spreadsheet that will be output and read in.
Change the order using the arrows, tick/untick fields to include/exclude.

☒ Bin Location
☒ Part No
☒ Description
☒ Qty Counted

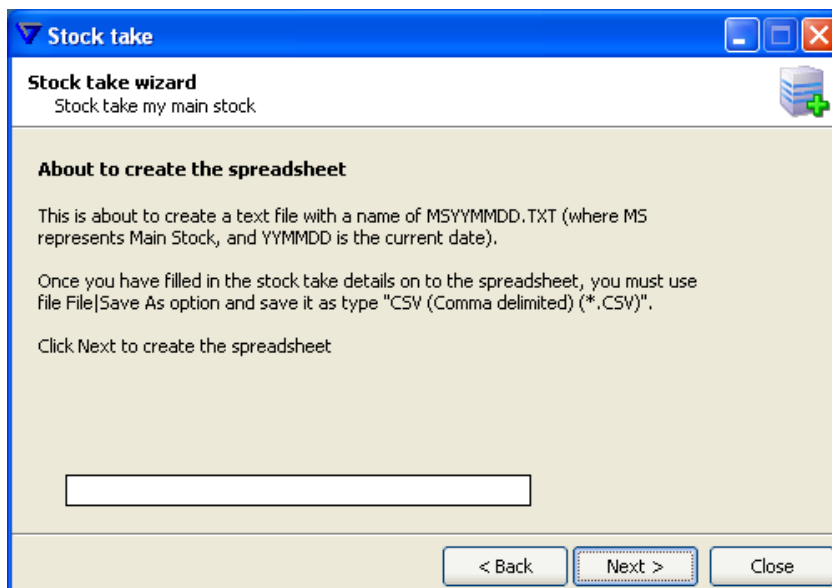
Reset to default

< Back Next > Close

12. Click **Reset to default** to reset the default items and order.



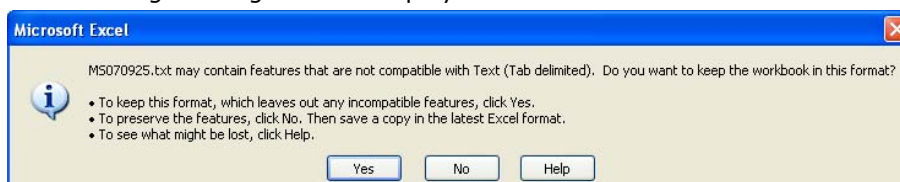
13. Click the **Next** button



14. Click the **Next** button to create the stock take spreadsheet. The routine will create a CSV (comma separate value) file which will be opened in Microsoft Excel.
15. The csv file will be called MSYYMMDD.TXT, where MS represents main stock and YYMMDD is the current date.

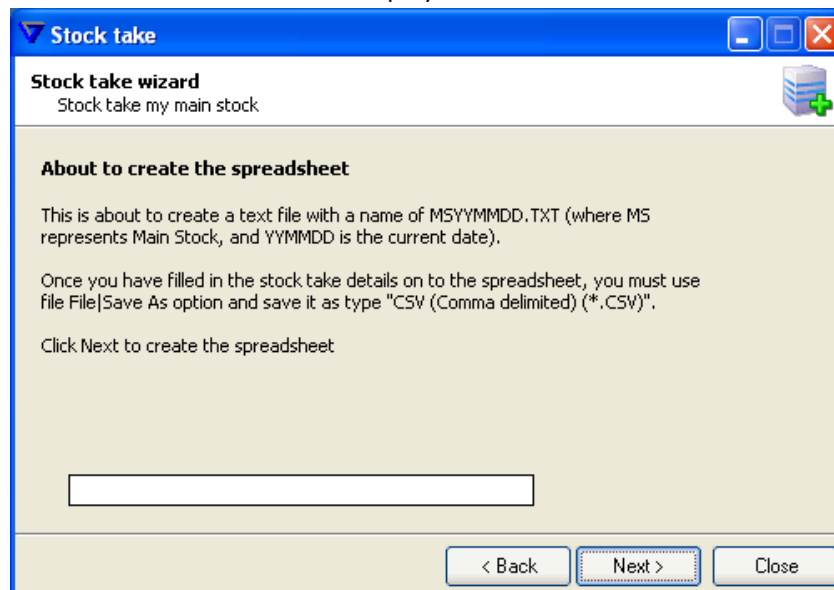
	A	B	C	D	E
1	Bin Location	Part No	Description	Qty Counted	
2		001R00588	IBT BELT CLEANER UNIT (CRU)	2	
3		002702570U	Objectives	3	
4		002770070U	Objectives	6	
5		002772570U	Objective 2.77mm x 25/7	2	
6		006R01262	BLACK TONER CARTRIDGE METERED	2	
7		006R01263	YELLOW TONER CARTRIDGE METERED	6	
8		006R01264	MAGENTA CARTRIDGE METERED	8	
9		006R01265	CYAN TONER CARTRIDGE METERED	7	
10		008R12915	STAPLE CARTRIDGE	36	
11		008R13021	WASTE TONER BOTTLE - WC 713?	527	

16. Depending on your selection criteria, a spreadsheet similar to the above will be created. This spreadsheet needs to be saved into your AccentDB folder, click File and then Save As, browse to your AccentDB folder, ensure that save as type is set to *.CSV and click Save. The following message will be displayed



17. Click the **Yes** button to save the spreadsheet. if required print the spreadsheet as this could be used for counting your stock. Close the spreadsheet and the same message will be displayed.

18. The stock take routine is redisplayed



Stock take

Stock take wizard
Stock take my main stock

About to create the spreadsheet

This is about to create a text file with a name of MSYYMMDD.TXT (where MS represents Main Stock, and YYMMDD is the current date).

Once you have filled in the stock take details on to the spreadsheet, you must use File|Save As option and save it as type "CSV (Comma delimited) (*.CSV)".

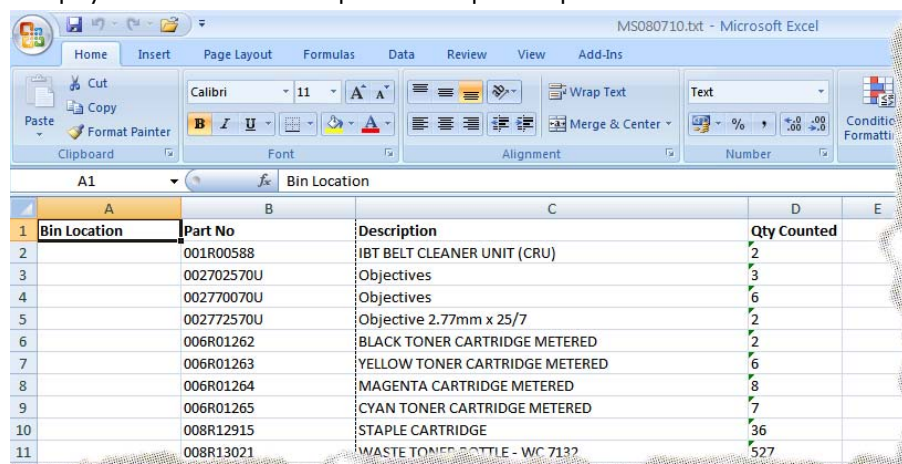
Click Next to create the spreadsheet

< Back Next > Close

19. Click **Close** to close the stock take procedure.

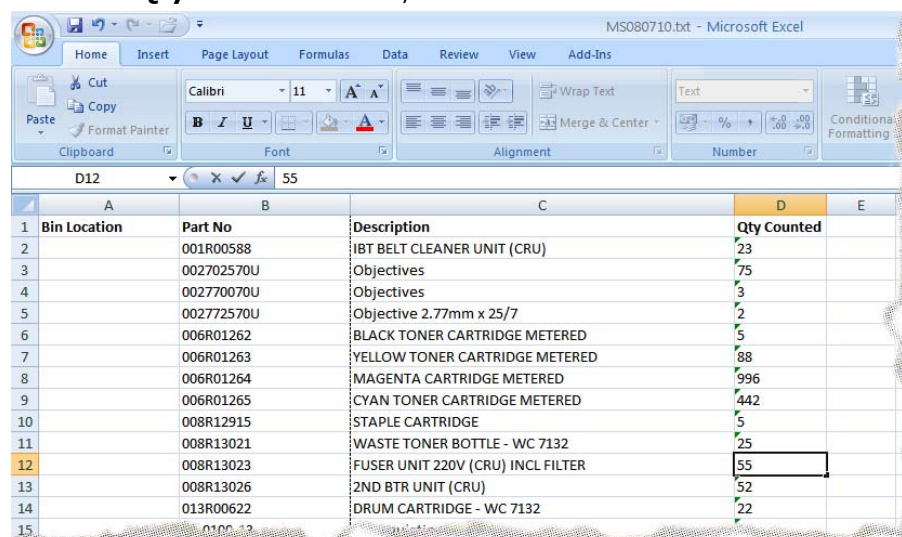
Updating the system stock levels

1. The spreadsheet created earlier needs to be updated with the actual physical stock count. Open the required spreadsheet



MS080710.txt - Microsoft Excel

A	B	C	D	E
Bin Location	Part No	Description	Qty Counted	
	001R00588	IBT BELT CLEANER UNIT (CRU)	2	
	002702570U	Objectives	3	
	002770070U	Objectives	6	
	002772570U	Objective 2.77mm x 25/7	2	
	006R01262	BLACK TONER CARTRIDGE METERED	2	
	006R01263	YELLOW TONER CARTRIDGE METERED	6	
	006R01264	MAGENTA CARTRIDGE METERED	8	
	006R01265	CYAN TONER CARTRIDGE METERED	7	
	008R12915	STAPLE CARTRIDGE	96	
	008R13021	WASTE TONER BOTTLE - WC 7132	527	

2. In the **Qty Counted** column, enter the actual count of the stock.


MS080710.txt - Microsoft Excel

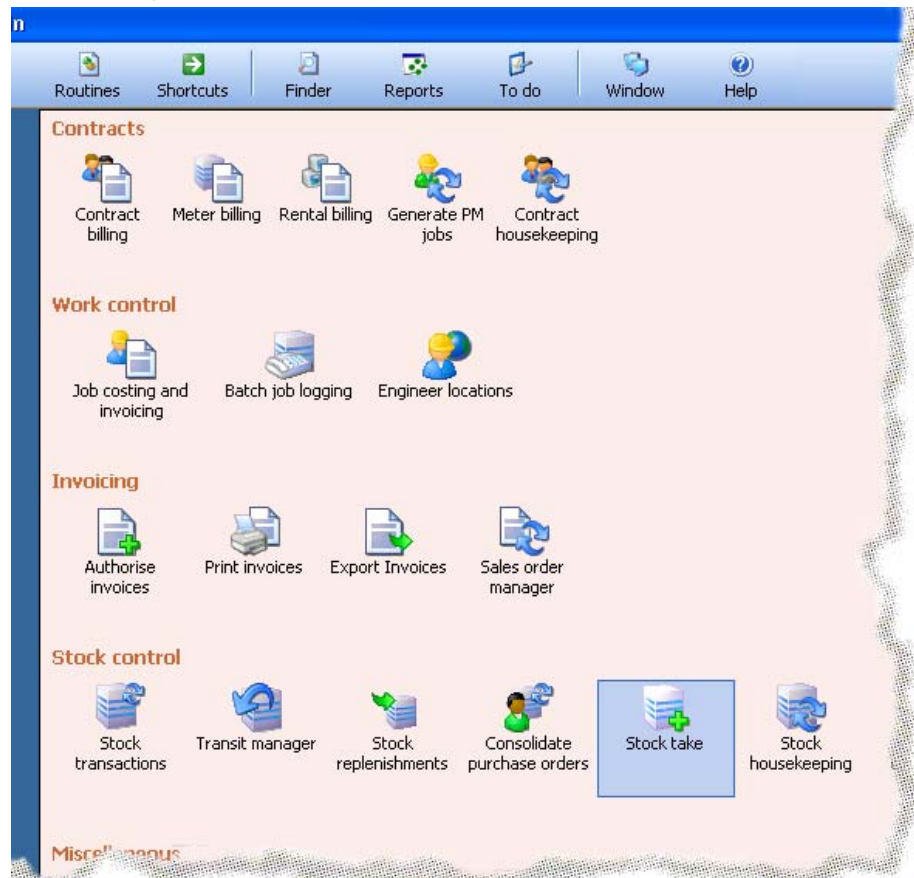
A	B	C	D	E
Bin Location	Part No	Description	Qty Counted	
	001R00588	IBT BELT CLEANER UNIT (CRU)	23	
	002702570U	Objectives	75	
	002770070U	Objectives	3	
	002772570U	Objective 2.77mm x 25/7	2	
	006R01262	BLACK TONER CARTRIDGE METERED	5	
	006R01263	YELLOW TONER CARTRIDGE METERED	88	
	006R01264	MAGENTA CARTRIDGE METERED	996	
	006R01265	CYAN TONER CARTRIDGE METERED	442	
	008R12915	STAPLE CARTRIDGE	5	
	008R13021	WASTE TONER BOTTLE - WC 7132	25	
	008R13023	FUSER UNIT 220V (CRU) INCL FILTER	55	
	008R13026	2ND BTR UNIT (CRU)	52	
	013R00622	DRUM CARTRIDGE - WC 7132	22	



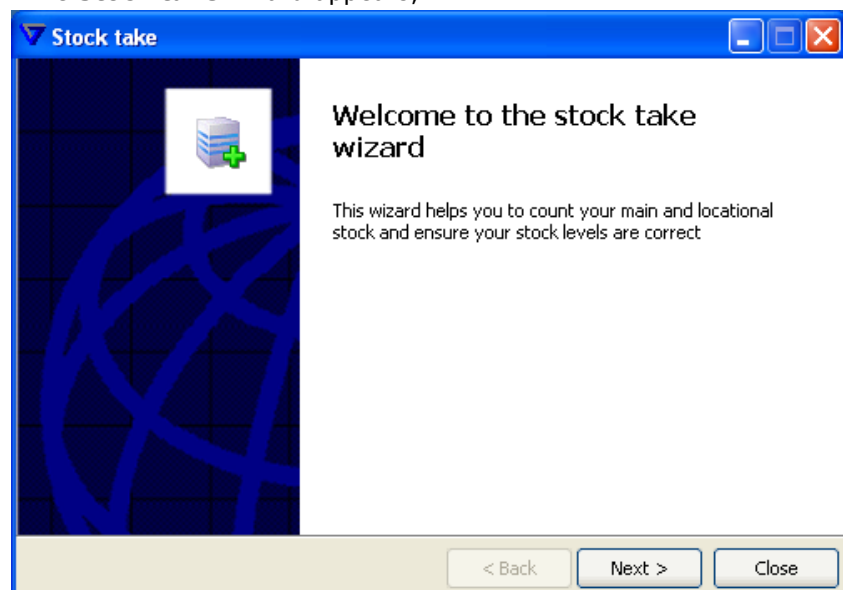
3. After the quantity counted has been added and/or bin locations updated, the spreadsheet needs to be saved into your AccentDB folder, click **File** and then **Save As**, browse to your AccentDB folder, ensure that save as type is set to *.CSV and click Save.
4. The next step is to update the actual stock levels in Service Accent.

To update the stock levels

1. Click **Routines** from the Service Accent button bar, under **Stock control**, click the **Stock take** icon.



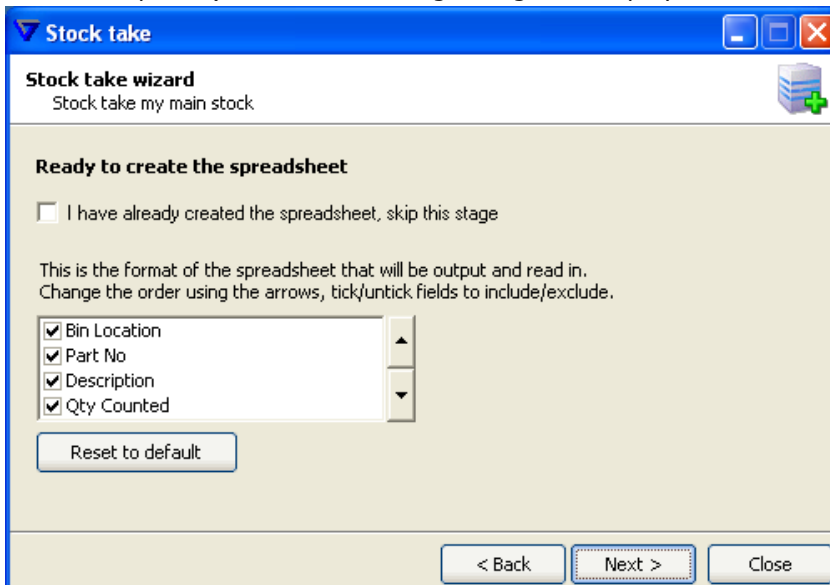
2. The **Stock take** wizard appears;



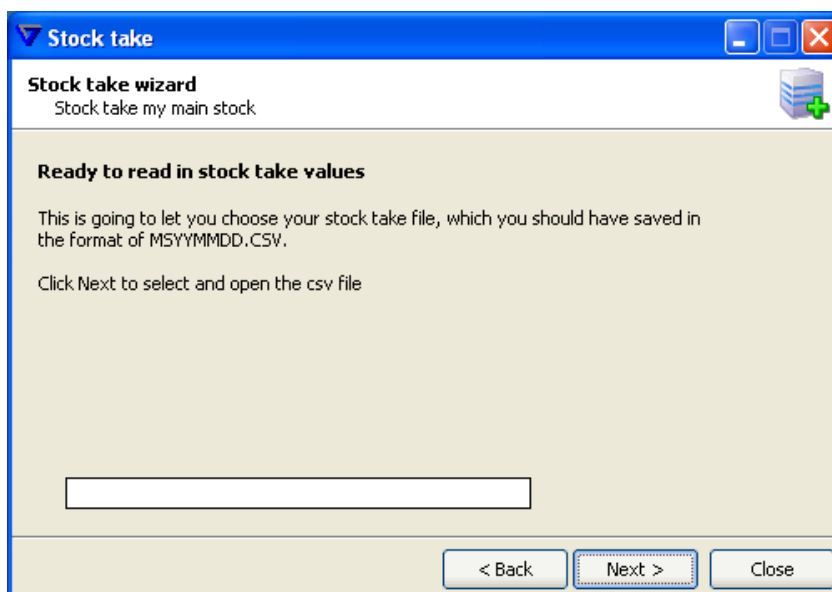
- Click the **Next** button to continue



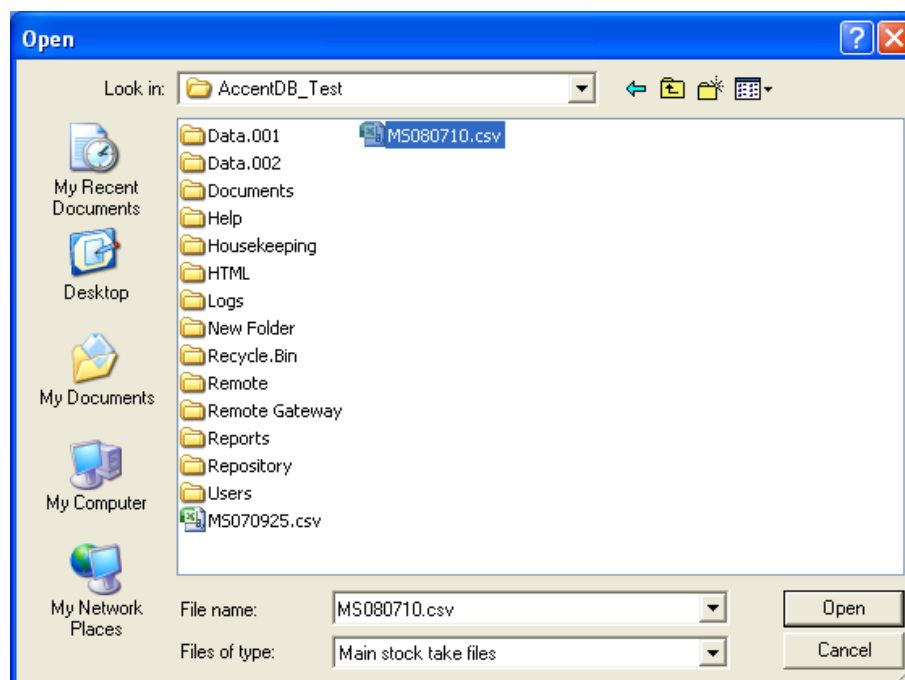
- Select which location to update, either main stock (and then the store) or engineers and other locations.
- Click the **Next** button
- On the remaining dialogues, click the **Next** button (no information has to be completed) until the following dialogue is displayed.



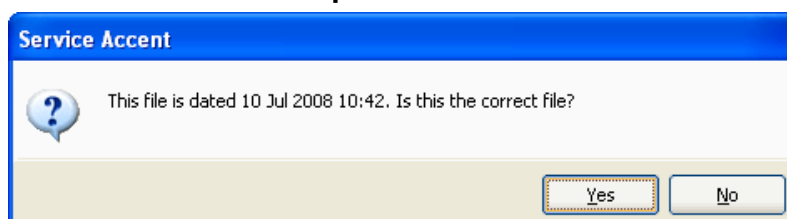
- Enable **I have already created the spreadsheet, skip this stage**.
- Click the **Next** button



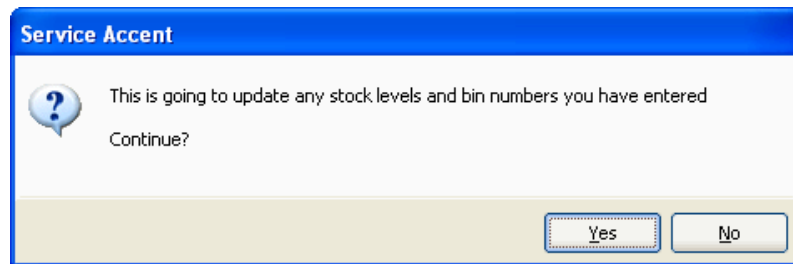
9. Click the **Next** button to select the stock take file



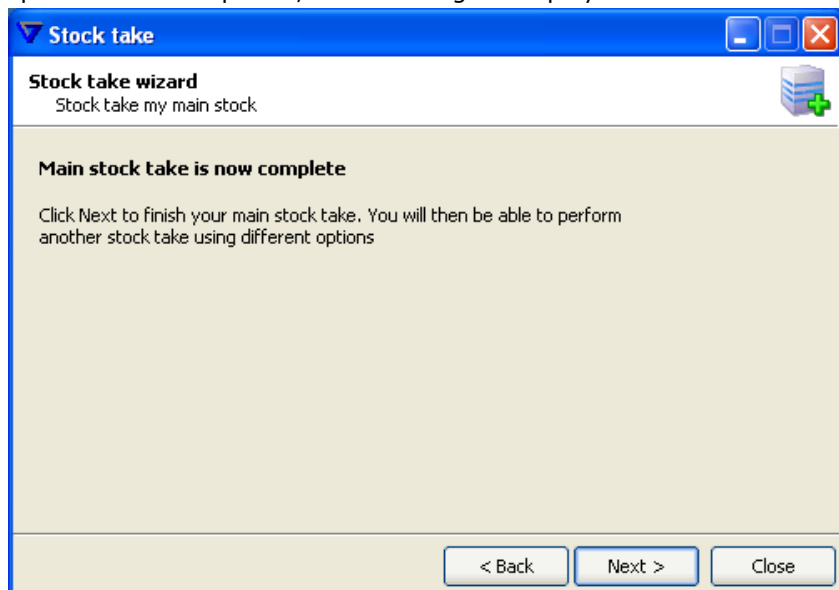
10. Browse to your AccentDb folder and select the file. If you are updating main stock, the file will be called MSYMMDD.csv and if you are updating engineers and other locations, the file will be called ESYMMDD.csv. Click the **Open** button



11. You will be prompted to confirm that this is the correct file to open. Click the **Yes** button to confirm or click **No** to select a different file.



12. Click the **Yes** button to confirm that you wish to proceed with the updating of the stock levels and/or bin locations.
13. A progress bar will be shown as the stock levels are updated. After the process has completed, the following be displayed



14. If you have further stock take files to process, click the **Next** button, otherwise click the **Close** button to close the stock take wizard.

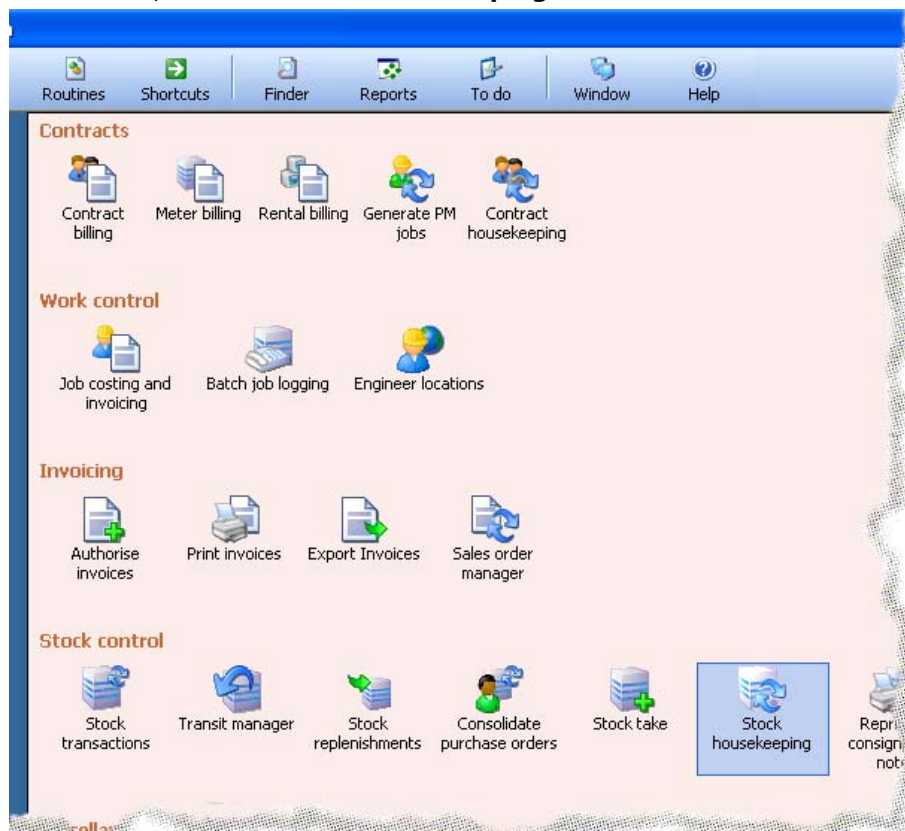


Stock Housekeeping

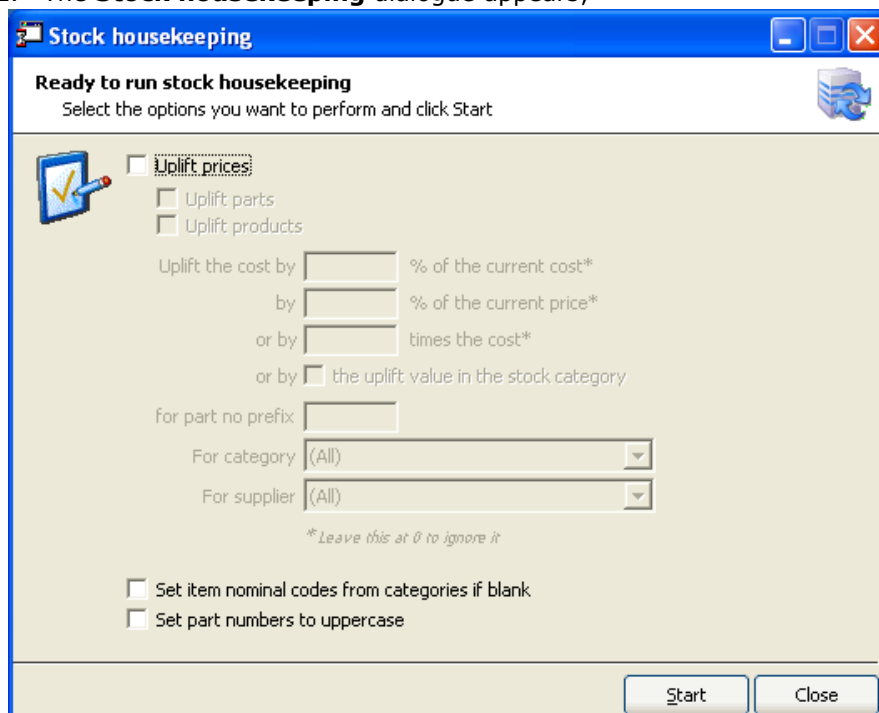
The stock housekeeping routine is used to uplift stock prices, set nominal codes and ensure the integrity of the database.

To perform stock housekeeping

1. Click **Routines** from the Service Accent button bar, under **Stock control**, click the **Stock housekeeping** icon.

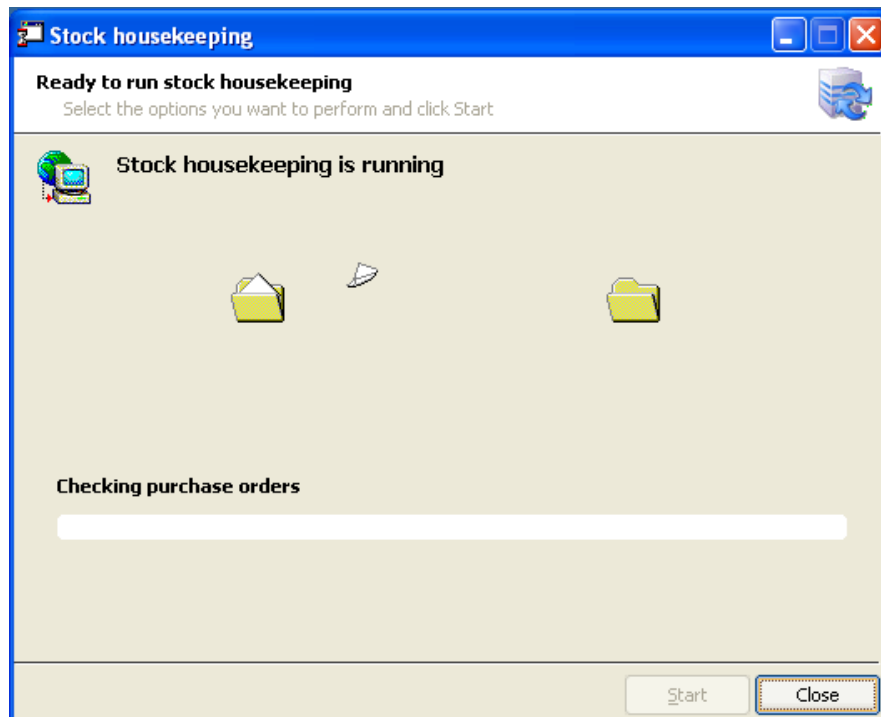


2. The **Stock housekeeping** dialogue appears;

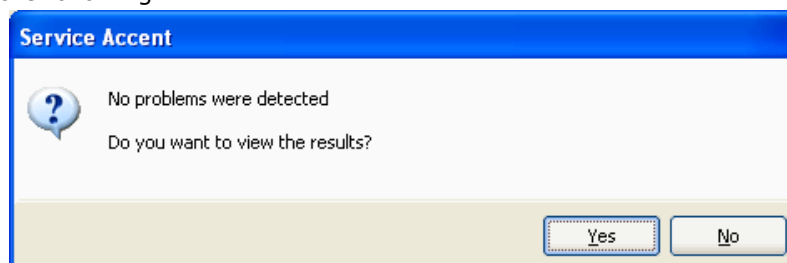


To check the integrity of the database

1. Click the **Start** button without selecting any of the other options, the following will appear while the database is checked.



2. The stock housekeeping routine will check the following areas to ensure the integrity of the data:-
 - Purchase orders
 - Sales orders
 - Unallocated stock
 - Stock holdings
 - Price uplifts
 - Loan items
 - Nominal codes
 - Case conversion
3. After the routine has completed, a message will be displayed similar to the following



4. If there are any problems detected, the message will indicate this. Click the **Yes** button to view the results.



```

20080710.txt - Notepad
File Edit Format View Help
Housekeeping started, 10 July 2008 10:51

Checking for duplicate holdings...
0 duplicate stock holding records were deleted

Checking purchase orders...
12 stock items on purchase orders checked

Checking parts ordered for jobs...
5 stock items ordered for jobs checked

Checking sales orders...
27 stock items required for sales checked

Checking unallocated stock levels...
Product 006R01265 stock level now set to 8
Product INT-CC stock level now set to 1
Product PC-PCC stock level now set to 1
3 products checked

Checking loan items...
Finished

Checking parts reserved for jobs...
0 holdings for reserved stock were corrected

Checking parts despatched to jobs...
0 holdings for despatched stock were corrected

Housekeeping finished, 10 July 2008 10:51
=====

```

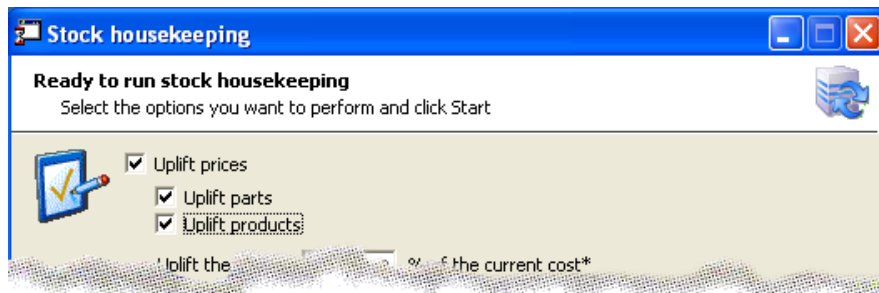
5. The log details are automatically saved. If there was a previous log file, the most recent stock housekeeping log will be appended to the log.

To perform price uplifts

1. If you want to uplift (increase) the cost prices of your parts and/or products, enable **Uplift prices**, this will enable the uplift section.

2. To uplift parts prices, enable **Uplift parts**.

3. To uplift product prices, enable **Uplift products**



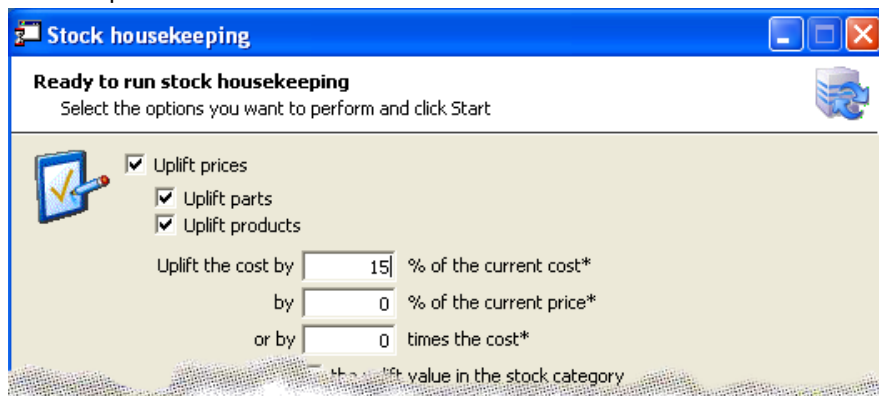
Stock housekeeping

Ready to run stock housekeeping
Select the options you want to perform and click Start

☒ Uplift prices
☒ Uplift parts
☒ Uplift products

Uplift the cost by % of the current cost*

4. To uplift the cost price by a percentage of the current cost price, enter the percentage amount in the **first** box. Leave the box at 0 to ignore this uplift.



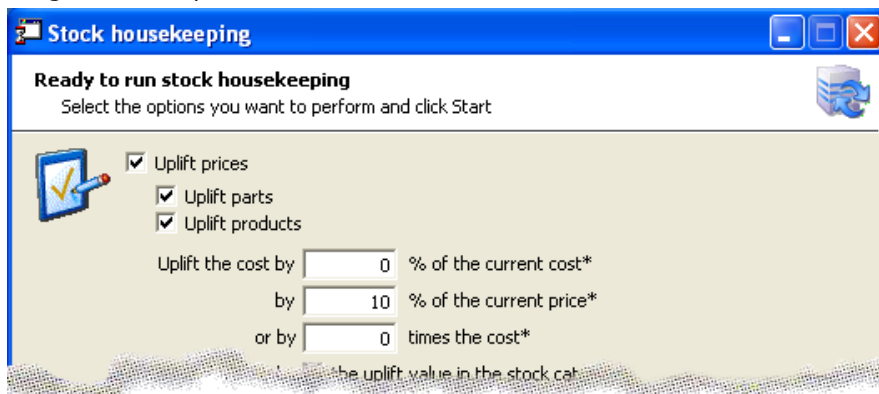
Stock housekeeping

Ready to run stock housekeeping
Select the options you want to perform and click Start

☒ Uplift prices
☒ Uplift parts
☒ Uplift products

Uplift the cost by 15 % of the current cost*
 by 0 % of the current price*
 or by 0 times the cost*
 the uplift value in the stock category

5. To uplift the cost price by a percentage of the current selling price, enter the percentage amount in the **second** box. Leave the box at 0 to ignore this uplift



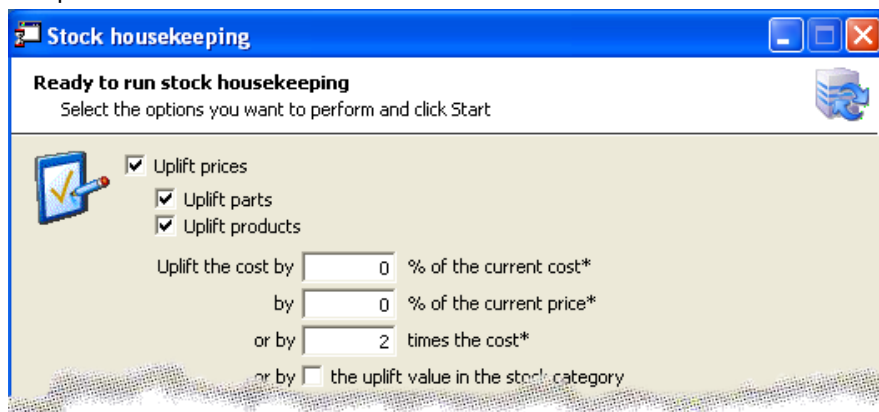
Stock housekeeping

Ready to run stock housekeeping
Select the options you want to perform and click Start

☒ Uplift prices
☒ Uplift parts
☒ Uplift products

Uplift the cost by 0 % of the current cost*
 by 10 % of the current price*
 or by 0 times the cost*
 the uplift value in the stock category

6. To uplift the cost price by a number of times of the current cost price, enter the amount in the **third** box. Leave the box at 0 to ignore this uplift



Stock housekeeping

Ready to run stock housekeeping
Select the options you want to perform and click Start

☒ Uplift prices
☒ Uplift parts
☒ Uplift products

Uplift the cost by 0 % of the current cost*
 by 0 % of the current price*
 or by 2 times the cost*
 or by the uplift value in the stock category



7. To uplift the cost price by the percentage uplift amount on the stock category

enable the uplift value in the stock category.



Only one type of uplift can be used. You cannot mix the different types of uplift.

8. If you only want certain parts uplifted, you can either select parts that start with a certain prefix, fall into certain stock category or have been purchased from a certain supplier.
9. To select parts with a prefix, enter the part number prefix in the **for part no prefix** box.
10. To select parts with a certain job category, select the job category from the **Category** drop-down list. If all categories are required, leave it set as (All).
11. To select parts supplied by a certain supplier, select the supplier from the **Supplier** drop-down list. If all suppliers are required, leave it set as (All).

12. If your stock categories have nominal codes against them

Categories and status codes

Work control

Billing & financial

Contracts

Stock & inventory

Stock categories
Stock commodity codes
Locations
Lease profiles

Other codes

Stock & inventory : Stock categories

FAX
FLOOR POLISHER
INDUSTRIAL WASHING MACHINE
INTERFACE
PC
SPARE PARTS
TONER B&W
TONER COLOUR

Properties

☐ Is always chargeable
☐ Is a product (has a serial number)
☐ Non-stock item
☐ Repairable
☐ Accessory

Nominals 4001

Cost uplift: 15.00

Save

New Modify Delete

and you have parts/products without a nominal code

Stock Record - 167030070 - 1.67x30x70 Objective

1 Part 2 Pricing 3 Kit 4 Meters 5 Usage 6 Holdings 7 More 8 Alternatives 9 Compatibility

Pricing

Price: 38.50
Cost: 0.00 Scale
Weighted average: 0.00
Contract price: 0.00 (default annual value)
Nominals
Tax code:

Customer discount 1: 0.00
Customer discount 2: 0.00
Customer discount 3: 0.00
Supplier discount: 0.00

Edit
Save
Delete
Close
Notes
Price book
Documents
Notes
Documents
Main: 2
Loc: 0

enable **Set item nominal codes from categories if blank**. The stock house keeping routine will then populate the nominal code on the part/product (if blank) with the nominal code from the stock category.

Stock housekeeping

Ready to run stock housekeeping

Select the options you want to perform and click Start

☒ Uplift prices
☒ Uplift parts
☒ Uplift products

Uplift the cost by 0 % of the current cost*
by 0 % of the current price*
or by 0 times the cost*
or by ☒ the uplift value in the stock category

for part no prefix FC

For category SPARE PARTS

For supplier Wasington Washer Spares

*Leave this at 0 to ignore it

☒ Set item nominal codes from categories if blank
☐ Set part numbers to upper



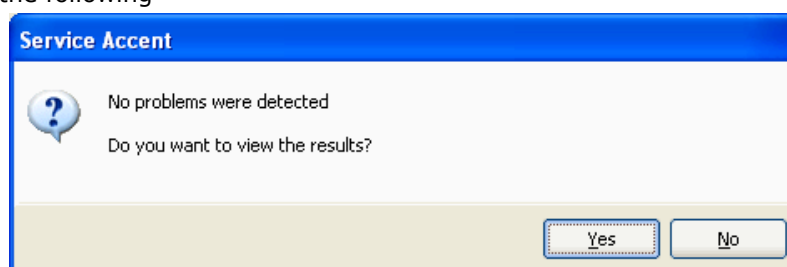
13. To set your part numbers to be upper case only, enable **Set part numbers to uppercase**.

14. Click the **Start** button to start the stock housekeeping routine.

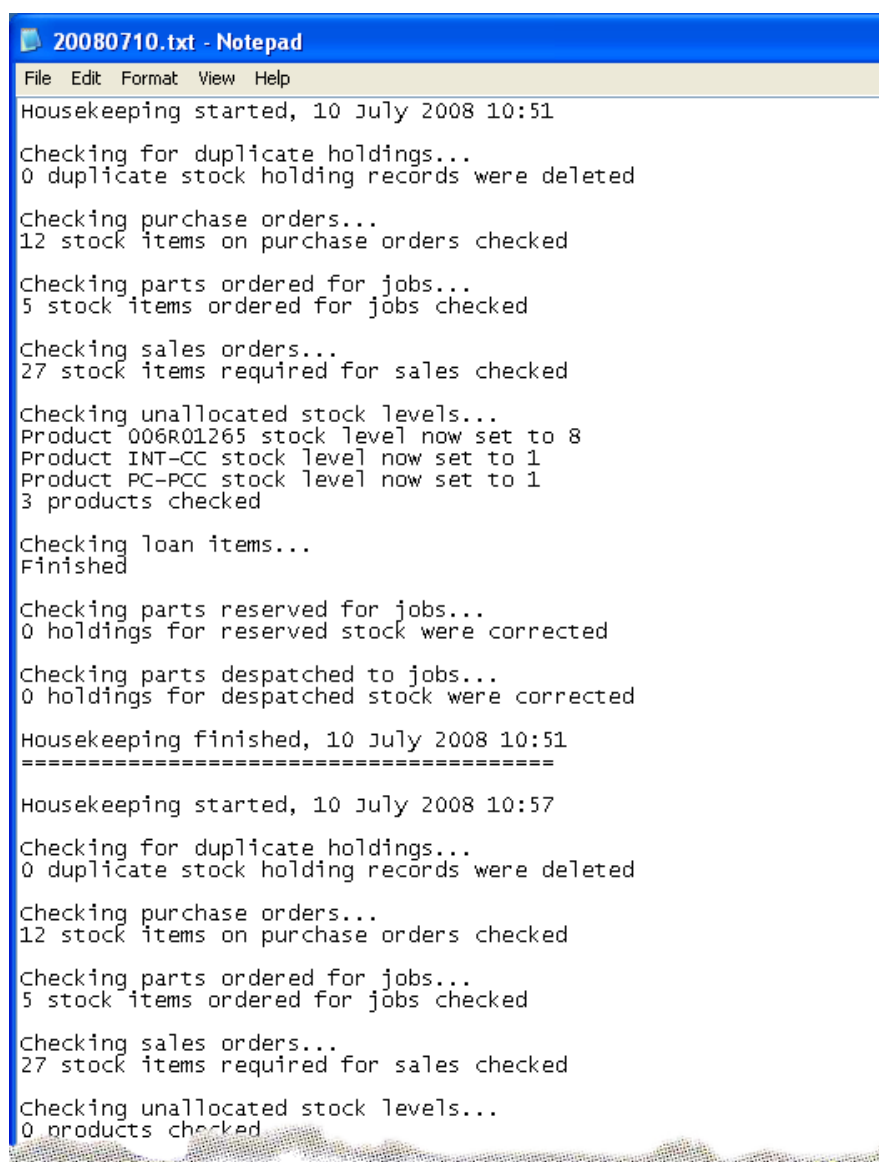
15. The stock housekeeping routine will check the following areas to ensure the integrity of the data and perform any price uplifts, setting nominal codes and setting part numbers to be uppercase:-

- Purchase orders
- Sales orders
- Unallocated stock
- Stock holdings
- Price uplifts
- Loan items
- Nominal codes
- Case conversion

16. After the routine has completed, a message will be displayed similar to the following



17. If there are any problems detected, the message will indicate this. Click the **Yes** button to view the results.



18. The log details are automatically saved. If there was a previous log file, the most recent stock housekeeping log will be appended to the log.



Its is recommended that stock house keeping is run at least once a month, preferably, once a week.

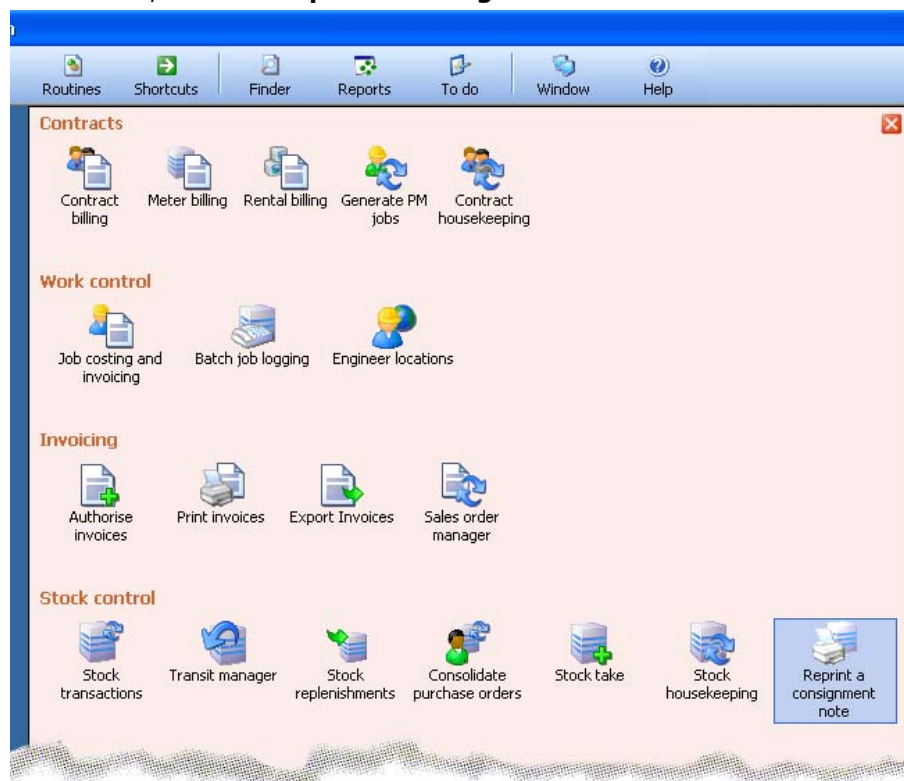


Reprinting A Consignment Note

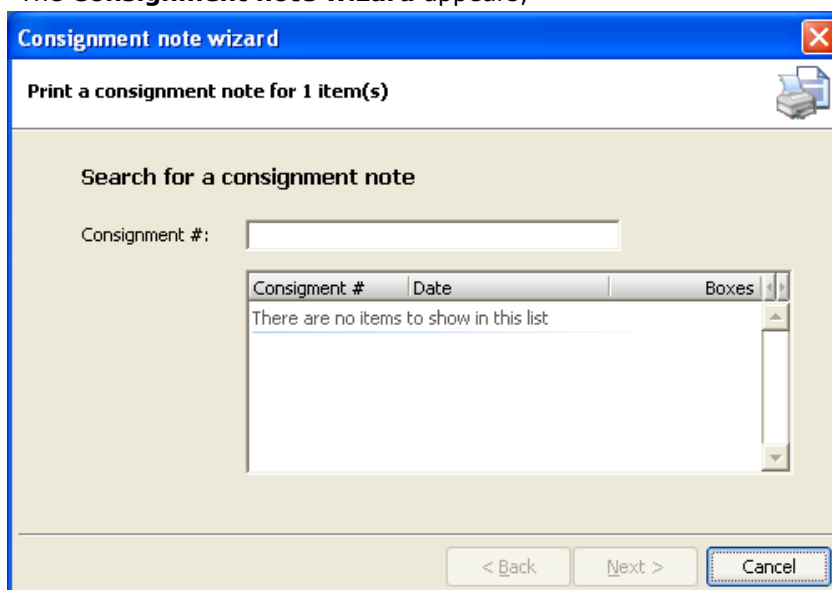
This routine allows the reprinting of a consignment note that was previously produced through the stock replenishment routine.

To reprint a consignment note

1. Click **Routines** from the Service Accent button bar, under **Stock control**, click the **Reprint a consignment note** icon.

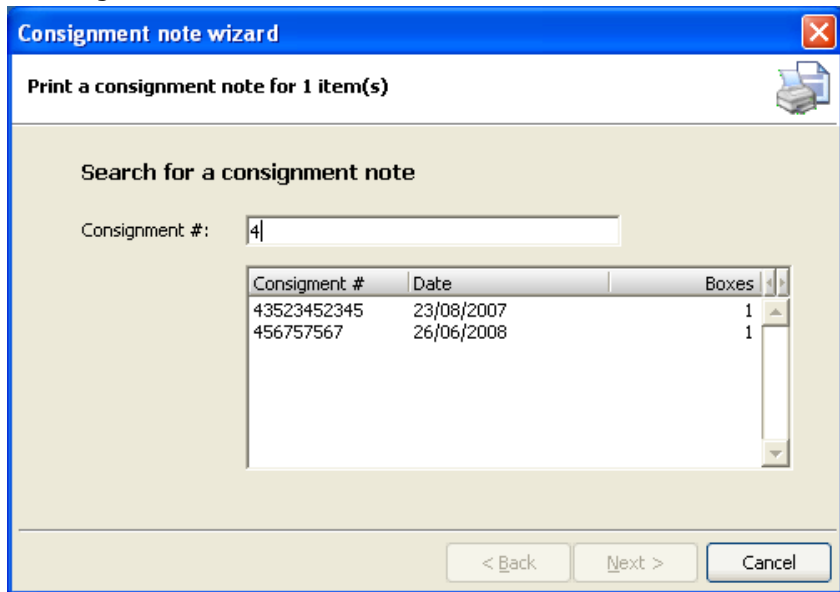


2. The **Consignment note wizard** appears;



3. In the **Consignment #** box, enter the consignment note number to reprint. You can search for consignment numbers by just entering the first part of the number. For example, the consignment note to reprint

is number 43523452345, but by just entering 4, all consignment notes starting with 4 will be automatically displayed in the consignment note viewing area.



Consignment note wizard

Print a consignment note for 1 item(s)

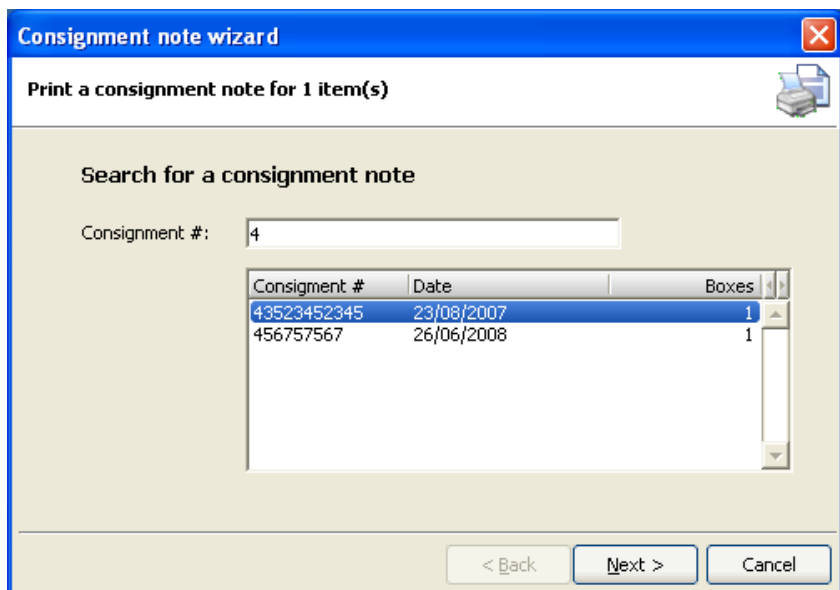
Search for a consignment note

Consignment #: 4

Consignment #	Date	Boxes
43523452345	23/08/2007	1
456757567	26/06/2008	1

< Back Next > Cancel

4. Select the consignment note to reprint by highlighting the note in the viewing area. This will activate the next button at the bottom of the dialogue.



Consignment note wizard

Print a consignment note for 1 item(s)

Search for a consignment note

Consignment #: 4

Consignment #	Date	Boxes
43523452345	23/08/2007	1
456757567	26/06/2008	1

< Back **Next >** Cancel

5. Click the **Next** button.



Consignment note wizard

Print a consignment note for 1 item(s)

Select consignment notes to print

Print consignment note	<input checked="" type="checkbox"/>
Print consignment labels	<input checked="" type="checkbox"/>

Click Next to print the selected consignment notes

< Back Next > Cancel

6. Select the **consignment notes(s)** to print. The default is to print both a consignment note and consignment labels. To select or de-select, click the appropriate consignment note type.
7. Click **Back** to return to the previous screen, or click **Next** to continue.
8. If both items are selected, the consignment labels will be printed first

Consignment Labels - Service Accent

1 of 1 100% Total: 100% 1 of 1

CONSIGNMENT LABEL

Con. No.	43523452345	Weight	23
Con. Date	23/06/2007	Service	

Deliver To:
 Vantage Computing International
 2 Headway Court
 Headway Technology Park
 Stevenage
 Hertfordshire

Postcode:
SG1 2EF

Phone:
 01438 315201

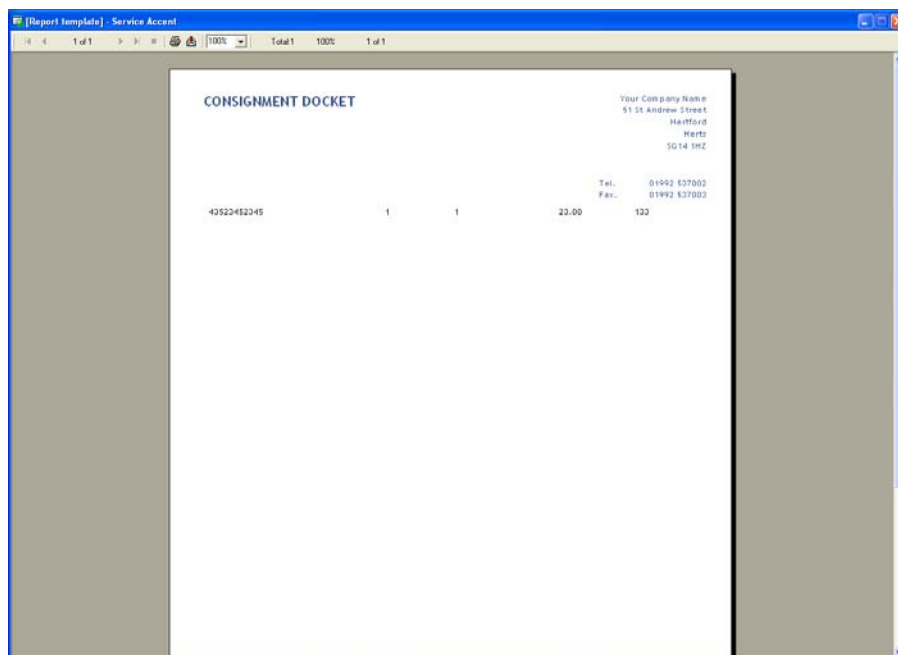
Your Company Name
 51 St Andrew Street
 Hertford
 Herts
 SG14 1HZ

Tel. 01992 537002
 Fax. 01992 537003

Parcels:
 1 of 1

Printed by Service Accent from vantage computing Page 1 of 1

9. and then the **consignment note** will be printed.



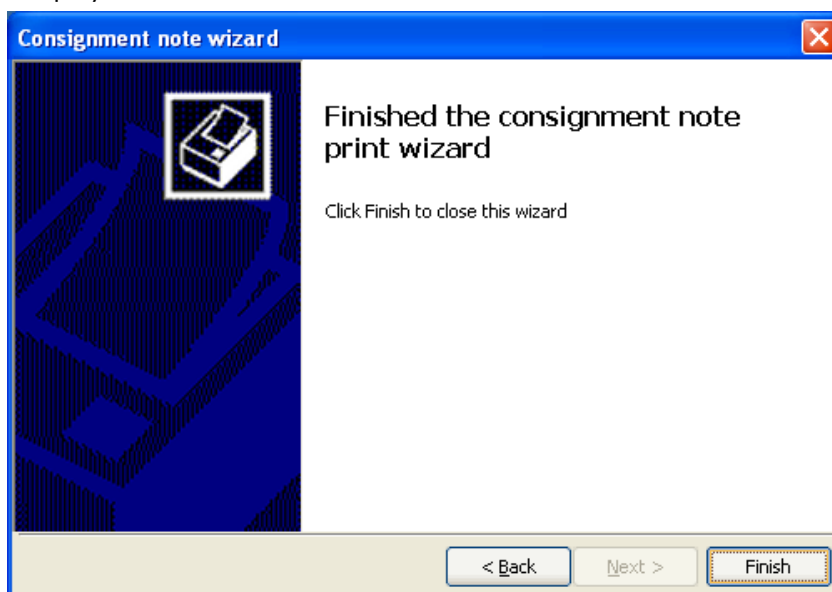
CONSIGNMENT DOCKET

Your Company Name
51 St Andrew Street
Hartford
Herts
SG14 1HZ

Tel. 01992 537002
Fax. 01992 537003

42522452245	1	1	22.00	132
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10. After the consignment note wizard has completed, the following will be displayed



11. Click **Finish** to exit the wizard.

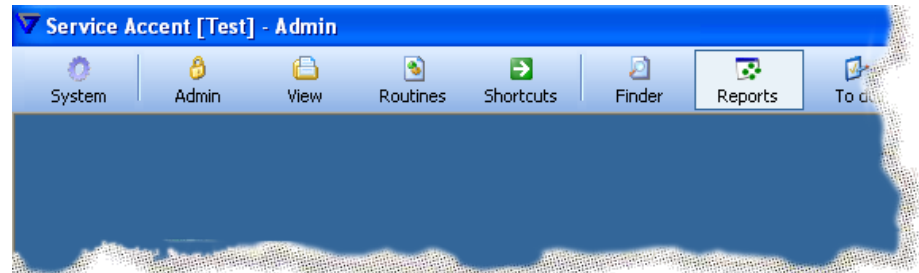


Stock Audit Reports

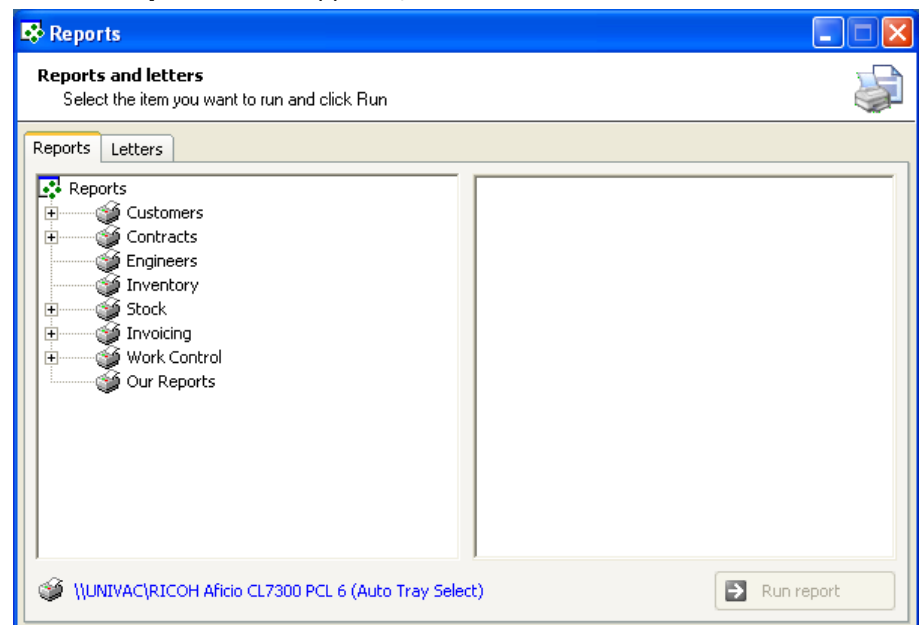
Service Accent provides a suite of standard reports that allow reporting on stock movements, stock holdings and stock usage.

To print stock audit reports

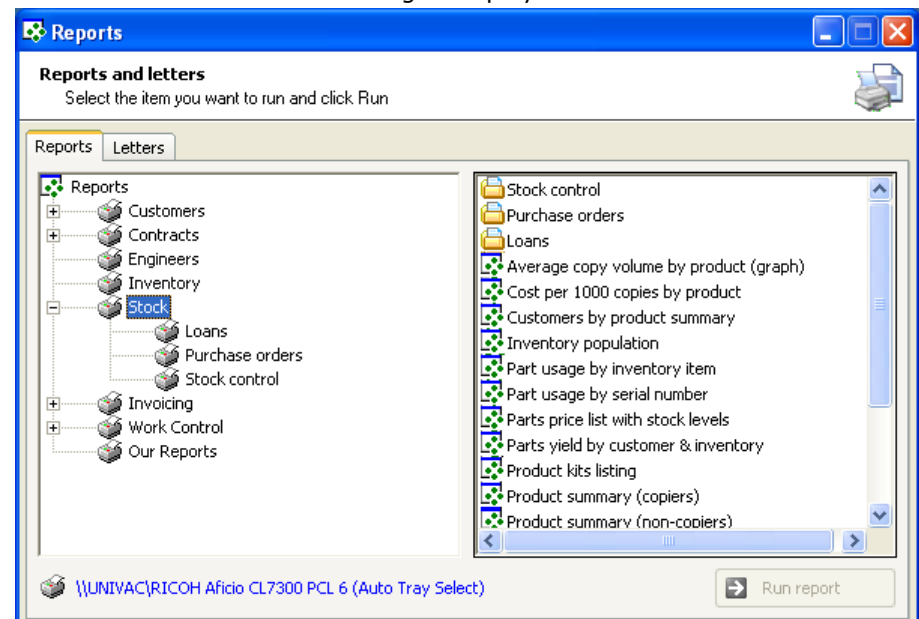
1. Click **Reports** from the Service Accent button bar.



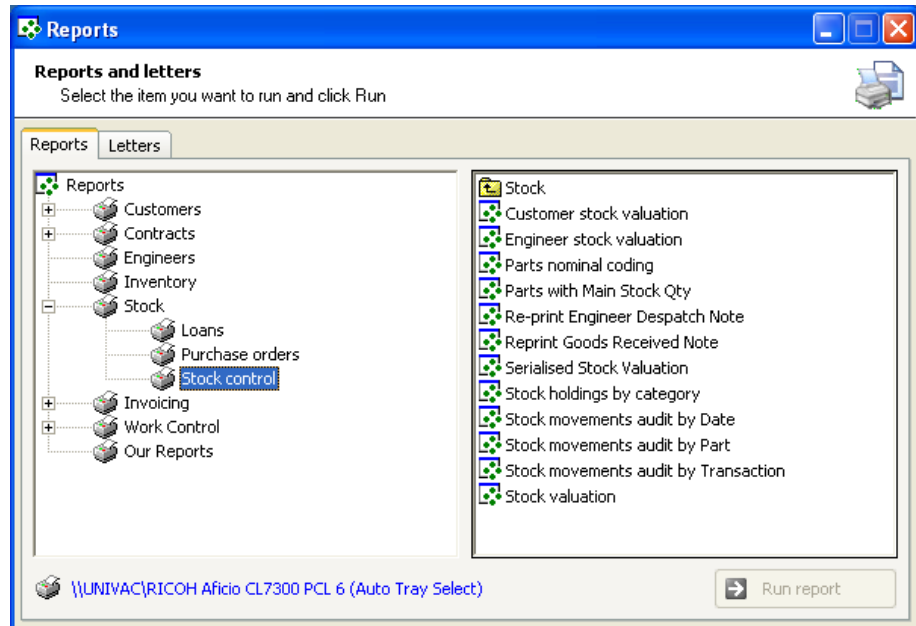
2. The **Reports** menu appears;



3. Click **Stock** and the following is displayed



4. Click **Stock control** and the following is displayed



5. There are various reports under the stock control section which provide information on stock movements, stock valuation and stock holdings. These reports could be run as part of your normal monthly reporting cycle.